Quality Management Documentation
SCC Personnel Certification Body

Objections and complaints

Objection (Definition: A request by a client (applicant, candidate, or certified person) to the management of the certification body for a review of a validation or verification decision.)

Complaint (Definition: Expression of dissatisfaction regarding decisions, resolutions, and actions of the certification body)

No.	Task	Responsible	Contributors	Document (e.g., incoming/outgoing, applicable/related document)
1a	Complainant files an **objection** (informal)	Complainant		
1b	Complainant submits a **complaint** (informally)	Complainant		
2	Receive an objection/complaint	All employees of the certification body		
3	Forward the objection/complaint to the central email inbox for objections/complaints (info@schipper-certpers.de) Subject: “Forwarding of complaint/objection”	The person who received a complaint or an objection		Email
4	Verification of jurisdiction and forwarding to the appropriate person (in the case of appeals, this must be a person other than the one responsible for the decision in question).	Head of Certification Body		
5	Send an acknowledgment of receipt and information regarding the next steps to the complainant within 4 weeks.	Head of Certification Body		

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Complaint (Definition: Expression of dissatisfaction regarding decisions, resolutions, and actions of the certification body)

No.	Task	Responsible	Contributors	Document (e.g., incoming/outgoing, applicable/related document)
6	Process the objection/complaint and develop a proposed solution within 8 weeks of receipt	Head of Certification Body		
7	Reach a decision regarding the objection/complaint and inform the complainant	Head of Certification Body		
8	If the solution is not accepted, the complainant may refer the matter to the Schipper CertPers Complaints Committee.			
9	Processing of the objection/complaint by the complaints committee	Complaints Committee	Person in charge	
10	Make a decision on whether to accept or reject the proposed solution from the complaints committee	Head of Certification Body		
11	Inform the complainant of the decision	Head of Certification Body		
12	Collection and archiving of all objections/complaints	Head of Certification Body		Central filing system of the certification body