深圳市倍测检测有限公司

Shenzhen BCTC Testing Co., Ltd.

投诉和申诉处理程序

Complaints and appeals handling procedure

文件编号 Document No.：BCTC-C-QP-011　　版号 Version：2025A/0

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文件控制印章 Document Control seal 深圳市倍测检测有限公司 受控文件	发布日期 Issue Date：2025-01-01 生效日期 Effective Date：2025-01-01

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文件修订履历表 Revision Record

序号 No.	修订情况 Revision Summary			编制人 Prepared by	审核人 Reviewed By	批准人 Approved By	日期 Date
	章节号 Chapter	简要修订内容 Revision Contents	修订后版次 Revised Edition				
1	All	First issue	2025A/0	Tina	Sally He	Jack Jiang	2025-01-01

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投诉和申诉处理程序

Complaints and appeals handling procedure

1 目的 Purpose

为规范本公司对投诉和申诉的接收、评价、调查、处理和记录过程，确保所有投诉和申诉得到及时、有效、公正的处理，并以此作为管理体系改进的依据，维护公司的公正性和信誉。To standardize the company's process of receiving, evaluating, investigating, handling and recording complaints and appeals, ensure that all complaints and appeals are dealt with promptly, effectively and fairly, and use this as the basis for improving the management system to maintain the company's impartiality and reputation.

2 适用范围 Scope of application

本程序适用于任何个人或组织就本公司提供的认证活动、认证决定、人员行为或服务质量所提出的投诉和申诉。This procedure is applicable to any complaints or appeals made by any individual or organization regarding the certification activities, certification decisions, personnel conduct or service quality provided by the company.

3 定义 Define

3.1 投诉：指除申诉外，任何个人或组织向本公司表达的，就其认证活动相关（如：评价员不专业、收费不合理、服务响应慢等）的期望未得到满足的书面或口头声明。Complaint: It refers to any written or oral statement expressed by any individual or organization to our company regarding the unmet expectations related to their certification activities (such as unprofessional evaluator, unreasonable charges, slow service response, etc.), except for appeals.

3.2 申诉：指客户针对本公司做出的与其认证相关的决定（如：不予受理、不予认证、暂停、撤销或缩小认证范围等）所提出的重新考虑请求。Appeal: It refers to the request for reconsideration made by the customer in response to the decisions made by our company related to its certification (such as: non-acceptance, non-certification, suspension, revocation or narrowing of the certification scope, etc.).

4 职责 Duty

4.1 投诉处理人负责客户投诉和申诉的受理，并反馈给质量负责人。The complaint handler is responsible for accepting customer complaints and appeals and feeding them back to the quality manager.

4.2 质量负责人负责客户投诉和申诉的调查、跟踪以及措施实施的有效性验证。The quality

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director is responsible for investigating and tracking client complaints and appeals, as well as verifying the effectiveness of the measures implemented.

4.3 责任部门负责制定原因分析和纠正措施，并加以实施。The responsible department is responsible for formulating cause analysis and corrective measures and implementing them.

4.4 技术负责人负责对涉及技术问题的申诉进行处理。The technical director is responsible for handling appeals related to technical.

5 程序 Program

5.1 本公司通过以下渠道收集投诉或申诉信息：The company collects complaints and appeals information through the following channels:

a. 委托方的投诉和申诉 Complaints and appeals from the client

b. 与委托方的直接沟通 Direct communication with the client

c. 问卷与调查 Questionnaires and surveys

d. 媒体的报道 Media coverage

5.2 投诉和申诉的受理 Complaint and appeal acceptance

5.2.1 质量部设立投诉受理人负责接收、记录客户投诉或申诉的信息。业务及相关人员在接到客户或其它方面的口头、电话、电子邮件、传真或者信函等方式的客户投诉或申诉后，均应及时反馈给投诉受理人，投诉受理人应在工作日的 24 小时内书面或口头答复客户确认已收到该投诉或申诉。The quality department shall set up the complaint handler to receive and record customer complaints or appeals information. After receiving customer complaints or appeals orally, by phone, email, fax or letter from customers or other parties, the business and related personnel shall timely feedback to the complaint handler, and the complaint handler shall reply to the customer in writing or oral within 24 hours on working days to confirm receipt of the complaints or appeals.

5.2.2 投诉受理人将投诉内容记录在《投诉和申诉处理记录表》中，并连同其它相关材料及时移交给质量负责人。遇到重大投诉，质量负责人应及时通知总经理。The complaint handler shall record the complaint content in the "Complaint and appeal handling record" and hand it over to the quality director together with other relevant materials in time. In case of major complaints, the quality manager should inform the general manager in time.

5.3 投诉/申诉的处理 Complaint/appeal Handling

5.3.1 在接到客户投诉或申诉时，质量负责人应首先组织相关部门对客户投诉或申诉的内容和要求进行调查分析，确认投诉或申诉是否有效。After receiving the client’s complaint or appeal,

the quality director shall first organize relevant departments to investigate and analyze the contents and requirements of client's complaint or appeal and confirm whether the complaint or appeal is valid.

a) 申诉有效性确认准则：Criteria for confirming the validity of appeal:

--申诉应经过本公司授权与职责范围内做出的决定相关，包括但不限于：经认证后作出的决定、不受理申请的决定、停止认证的决定、变更认证状态的决定。The appeal should be related to the decisions made within the scope of authorization and responsibilities of the company, including but not limited to: decisions made after certification, decisions not to accept applications, decisions to suspend certification, and decisions to change the certification status.

--所有申诉应在申诉人获悉相关决定的 60 天内提出。All appeals must be lodged within 60 days of the appellant being informed of the relevant decision.

--申诉应附上相关证明文件。The appeal should be accompanied by relevant supporting documents.

b) 投诉有效性确认准则：Criteria for confirming the validity of complaint:

--投诉应与本公司授权内的事情相关，包括但不限于认证审核决定、非专业行为、财务管理不当、不道德行为、歧视、违背了利益冲突、违背保密原则。The complaint should be related to matters within the scope of the company's authorization, including but not limited to certification audit decisions, unprofessional behavior, improper financial management, unethical behavior, discrimination, violation of conflicts of interest, and violation of confidentiality principles.

--投诉应附上相关证明文件。The complaint should be accompanied by relevant supporting documents.

5.3.2 如果投诉或申诉的问题不存在，或不属于本公司责任，确认为无效投诉，质量负责人将调查情况记录在《投诉和申诉处理记录表》中，反馈给业务人员，由业务人员向投诉者作口头解释，说明调查结果，取得对方的认可。If the complaint or appeal problem is not exist or is not belong to the responsibility of the company, it is confirmed as invalid complaint. The quality director will record the investigation situation in the "Complaint and appeal handling record" and feed back to the salesman. The salesman will give oral explanation to the complainant, explain the investigation result and obtain the approval of the other party.

5.3.3 如果投诉或申诉的问题属实，确属本公司责任，确认为有效投诉，质量负责人应按照《纠正与预防措施控制程序》的要求，组织相关责任部门进行原因分析，制定纠正和纠正措施。If the complaint or appeal problem is true and the company is truly responsible for the complaint and confirmed as a valid complaint, the quality director shall organize relevant responsible departments to

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conduct cause analysis and formulate correction and corrective action in accordance with the "Corrective and preventive action control procedure".

5.3.4 在对投诉或申诉进行调查的过程中，可以要求投诉人补充有关证据资料。During the investigation of the complaint or appeal, the complainant may be asked to supplement relevant evidence.

5.3.5 申诉的处理 Handling of appeal

5.3.5.1 技术负责人指派未参与过涉及的评价、复核、认证决定人员组成处理小组，在最近两年内参与过申诉事项相关且影响公正性活动的人员也不应参加调查审理。The technical director has assigned a handling team who have not participated in the evaluation, review, or certification decisions. Personnel who have participated in activities related to the appeal matters and those that affected the fairness within the last two years should not be included in the investigation and review.

5.3.5.2 处理小组对申诉要求及相关信息资料进行审议，必要时进行相应人员约谈和现场调查，参考类似申诉的结果，提出处理意见。申诉的调查进展和处理情况将提供给申诉人。The handling team reviews the appeal requirements and relevant information materials. If necessary, they conduct corresponding interviews with relevant personnel and conduct on-site investigations. They refer to the results of similar appeals and propose handling opinions. The progress of the appeal investigation and the handling situation will be provided to the appellant.

5.3.5.3 申诉的提出、调查和决定不应造成针对申诉人的任何歧视行为。The submission of appeal, the investigation process and the decision-making should not result in any discriminatory actions against the appellant.

5.3.5 质量负责人应对投诉或申诉处理中的纠正措施进行效果验证。The quality director shall verify the effect of corrective action in complaint or appeal handling.

5.4 投诉或申诉的答复 Reply to complaint or appeal

对客户投诉或申诉的调查和处理完成后，投诉受理人应尽快将处理过程的结果通过邮件正式回复给客户，并获得客户的回复。After the investigation and handling of client complaints or appeals are completed, the complaint handler should promptly reply the result of the handling process to the customer formally via email and obtain the client's reply.

5.5 投诉或申诉处理记录的保存 Record keeping of complaint or appeal handling

质量部文件管理员应将投诉和申诉处理全过程的所有记录、资料归档保存。The document manager of the quality department shall keep all records and materials of the whole process of complaint and appeal handling.

6 相关文件 Related document

BCTC-C-QP-013《纠正与预防措施控制程序》"Corrective and preventive action control procedure"

7 相关记录 Related record

RF-C-QP011-01《投诉和申诉处理记录表》"Complaint and appeal handling record"

投诉处理流程

Complaint Handling process

流程图 Flow chart	流程说明 Process	责任部门 Responsibility department
接到客户投诉 Receiving customer complaints	1.接到客户或其它方面的口头、电话、电子邮件、传真或者信函等方式的客户投诉后，并及时反馈给投诉受理人。Timely feedback to the complaint handler after receiving customer complaints orally, by phone, email, fax or letter from customers or other parties.	业务及相关人员 Business and related personnel
投诉受理 Accepting complaints	1.应在工作日的24小时内书面答复客户确认已收到该投诉。The customer shall acknowledge receipt of the complaint in writing within 24 hours of the working day. 2.填写投诉记录，并连同相关材料移交给质量负责人。Fill in the complaint record and hand it over to the quality manager together with relevant materials.	投诉受理人 Complaint handler
投诉处理 Complaint handling	1.组织相关部门对投诉的内容进行调查。Organize relevant departments to investigate the contents of complaints.	质量负责人 Quality director
确认 confirm N Y	1. 确认投诉是否有效。Organize relevant departments to investigate the contents of complaints.	质量负责人 Quality director
投诉处理跟踪 Complaint Handling tracking	1. 进行原因分析和制定纠正及纠正措施。Confirm whether the complaint is valid. 2. 验证纠正措施的有效性。Verify the effectiveness of corrective actions.	责任部门 The responsibility department 质量负责人 Quality director
投诉答复 Complaints reply	1.收到质量负责人的反馈结果后，及时答复给投诉人，并对投诉人进行满意度调查。After receiving the feedback from the quality manager, give a timely reply to the complainant and conduct a satisfaction survey on the complainant.	投诉受理人 Complaint handler

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