



Energy & Industry Division of Applus+

Complaints and Appeals

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1.0 Definition

Definition of Complaint & Appeal as per ISO 17020:2012:

3.09 - **Appeal**: request by the provider of the item of inspection to the inspection body for reconsideration by that body of a decision it has made relating to that item.

NOTE Adapted from ISO/IEC 17000:2004, definition 6.4.

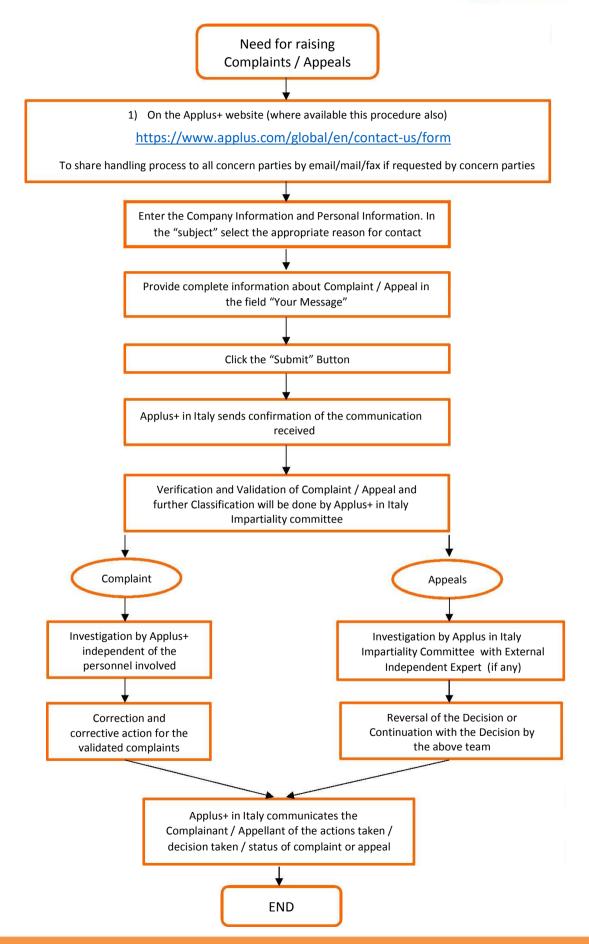
3.10 - **Complainant:** expression of dissatisfaction, other than appeal, by any person or organization to an inspection body, relating to the activities of that body, where a response is expected. NOTE Adapted from ISO/IEC 17000:2004, definition 6.5.

2.0 Flow chart procedure

See the below flow chart, indicating the procedure:







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