

## Complaints and Appeals

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Energy & Industry Division of Applus+ operates an Integrated Management System (IMS) certified to ISO 9001, ISO 14001, ISO 45001 & TS ISO 29001 by certifying body accredited to ISO 17021 by an IAF signatory.

## 1.0 Definition

Definition of Complaint & Appeal as per ISO-IEC 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 17000:2020, 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 17000:2020, definition 6.5.

## 2.0 Flow chart procedure

See the below flow chart, indicating the procedure:

