



中心对申诉、投诉和争议处理办法	Appeal, complaint and disputes handle procedure
1、为了维护中心的公正性和客观性，保护组织的合法权益，在组织对审核结果有异议或其它问题有争议时，可通过申诉/投诉或争议求得解决。	1. In order to maintain the impartiality and objectivity, and protect organization's legal interest, if the organization has some objection or other disputes for the audit result, the organization can solve it by appeal, complaint or dispute.
1.1 申诉：对中心决定（包括对投诉所做的决定）正式表示不满意。包括：	1.1 Appeal: It is not satisfied with HXC's decision (including the decision of complaint), including:
<ul style="list-style-type: none"> (1) 无正当理由拒绝受理正式申请认证的； (2) 对所提供的审核报告和颁发的认证证书有异议的； (3) 对暂停或撤销认证资格有异议的； (4) 对有关认证申请、审核、注册发证有异议的。 	<ul style="list-style-type: none"> (1) Refuse to accept the application without right reason; (2) Has some objection for audit report and certificate; (3) Has some objection for suspension and cancelation of certification qualification; (4) Has some objection for application, audit, register and issuing certificate.
1.2 投诉：对本中心行为（包括审核员行为）正式表示不满意。包括：	1.2 Complaint: It is not satisfied with HXC's behavior (including auditor's behavior), including:
<ul style="list-style-type: none"> (1) 本中心拖期实施认证审核/监督； (2) 对审核人员的资格有异议； (3) 对审核组组成有异议； (4) 认为本中心或工作人员有违章行为； (5) 认为本中心违章收费； (6) 对予已认证注册的管理体系有异议或对获证组织的产品质量严重不满； (7) 对认证证书和标志使用有异议； (8) 其他。 	<ul style="list-style-type: none"> (1) HXC delays the audit; (2) Has some objection for auditor's qualification; (3) Has some objection for audit team; (4) Think HXC or relevant person has act in violation of regulations; (5) Think HXC's charge is illegal; (6) Has some objection for registered management system or has serious dissatisfaction for certificate holder's product quality; (7) Has some objection for use of certificate and logo; (8) Others
1.3 争议：对本中心认证的组织和个人有关的某些事物，双方不一致（除纯理论、纯技术问题外不加限制）。	1.3 Dispute: Disagree with something of HXC and relevant person (excluding pure theory and pure technology).
2 申诉、投诉和争议工作程序	2. Handle process of appeal, complaint and dispute



<p>2.1 受理</p>	<p>2.1 Acceptance</p>
<p>2.1.1 申诉方应在接到本中心有关决定的正式通知 10 个工作日之内，书面提出有关申诉内容。有特殊情况时，须电话、传真中心办公室说明情况，再写出书面申诉意见寄交中心申诉调查委员会，但不得超过本中心正式通知 20 个工作日，投诉和争议随时受理，华信创将会确认收到投诉或上诉。申诉方需提供清楚的申诉、投诉和争议内容描述，以及相关的证据支撑，并且申诉者需提供姓名和相关联系方式。</p>	<p>2.1.1 Complaining part can submit documental appeal after it receives formal information of HXC's decision within 10 work days. In special case, it must explain the situation by telephone or fax, then submit documental appeal to HXC's Appeal Investigation Committee, but it shall not exceed 20 work days after receiving HXC's formal information. Complaint and dispute can be accepted at any time, HXC will acknowledge receipt of a complaint or appeal. The complainant or appellant shall include a clear description of the complaint or appeal, objective evidence to support each element or aspect of the complaint or appeal. The complainant or appellant also shall provide the name and contact information.</p>
<p>2.1.2 申诉调查委员会收到申诉、投诉、争议函件/报告后 3 个工作日内负责立案登记编号。华信创应向 FSC 登记所有投诉。在收到投诉或上诉后的两（2）周内，提供初步答复，包括华信创建议的跟进投诉或上诉的行动方案大纲;让投诉人/上诉人知悉评估投诉/上诉的进展情况;</p>	<p>2.1.2 Appeal Investigation Committee is responsible for registration and numbering after it receives the letter/ report of appeal, complaint and dispute within 3 work days. HXC shall register all complaints with FSC. HXC will provide an initial response, including an outline of the HXC's proposed course of action to follow up on the complaint or appeal, within two (2) weeks of receiving a complaint or appeal. HXC keep the complainant(s)/ appellant(s) informed of progress in evaluating the complaint/ appeal</p>
<p>2.2 调查取证</p>	<p>2.2 Investigation and collecting evidence</p>
<p>2.2.1 立案后 7 个工作日内申诉调查委员会开展调查取证工作，调查可采用走访、现场调查、召开会议等，每项调查人员不少于两名，要作好调查记录。提供证据的部门和人员也必须有该部门、人员签字（盖章）和日期。自立案之日起 1 个月内必须提交调查材料和裁定报告，至少三名成员意见即为裁定结论。华信创应负责收集和验证所有必要信息（尽可能）以推进投诉或对决定提出上诉。调查指控，并在收到投诉或上诉后三（3）个月内指明其对投诉或上诉的所有建议行动;</p>	<p>2.2.1 Appeal Investigation Committee investigate and collect evidence after registration within 7 work days. The investigation includes interview, on-site investigation and holding meeting, etc., each investigation persons cannot be less than 2 persons, the persons must record the investigation. The department and person who provided the evidence must sign (seal) and date. Appeal Investigation Committee must submit the investigation material and judgement report after registration within 1 month. The judgement result must have advice of at least 3 members of Appeal Investigation Committee. HXC shall be responsible for gathering and verifying all necessary information (as far as possible) to progress the complaint or appeal to a decision. HXC will investigate the allegations and specify all its proposed actions in conclusion to the complaint or appeal within three (3) months of receiving the</p>



	complaint or appeal;
<p>2.2.2 对特殊重大的事件调查结果和裁定交中心领导审查，并作最后裁决。</p> <p>华信创应将未经证实为投诉的匿名投诉和不满表达视为利益相关方意见，并在下次审计中解决这些问题。</p>	<p>2.2.2 For special important case, the investigation and judgement shall submit to leader of HXC for review, then giving the last adjudication. HXC shall treat anonymous complaints and expressions of dissatisfaction that are not substantiated as complaints as stakeholder comments and address these during the next audit.</p>
<p>2.3 处理</p>	<p>2.3 Handle</p>
<p>2.3.1 申诉/投诉裁定报告由申诉调查委员会报中心领导审查和批准后，交办公室一份存档（连同调查取证资料）；一份交申诉方。投诉和争议的调查裁定报告在 60 日内书面形式发给有关各方。认证机构应以与公共总结认证报告中使用的语言相同的语言回应投诉和上诉，或者与投诉人就所用语言达成一致。一份中心办公室存档（连同调查取证资料）。在投诉被视为关闭时通知投诉人，这意味着华信创已收集并核实所有必要信息，调查指控，对投诉作出决定并回复投诉人。</p>	<p>2.3.1 After Appeal Investigation Committee submit the appeal/complaint judgement report to leader of HXC for review and approval, office will keep file (including investigation and collecting evidence material). One file will submit to complaining part. The documental investigation and judgement report of complaint and dispute will submit to relevant parts within 60 days. The CB shall respond to complaints and appeals in the same language that is used in the public summary certification report, or shall agree with the complainant on the language used. The office will keep file (including investigation and collecting evidence material). HXC will notify the complainant when the complaint is considered to be closed, meaning that the CB has gathered and verified all necessary information, investigated the allegations, taken a decision on the complaint and responded to the complainant.</p>
<p>2.3.2 裁定结论对与案件有关的各方均有同等效力，应在裁定结论通知发出后 20 个工作日内按裁定结论执行。如任何一方不同意裁定结论意见，可在接到裁定通知书后 20 个工作日内，直接向所在地认证监管部门或国家认监委及相关认可机构提出投诉。</p>	<p>2.3.2 The judgement result has equal effect for all parts, the judgement result shall be implemented after it is issued within 20 work days. If any part disagrees with the judgement, it can complain to local certification and accreditation administration or CNCA or other certification and accreditation administration after it receives the judgement information within 20 work days.</p>
<p>2.4 为确保申/投诉处理过程的公正性，申/投诉人有权对申诉调查委员会成员提出质疑，也有权对申诉调查委员会的工作提出质疑，可直接向所在地认证监管部门或国家认监委及相关认可机构提出投诉。如果问题尚未通过华信创自身程序的全面实施解决，或者如果</p>	<p>2.4 In order to ensure the impartiality of appeal and complaint handle process, the complainant has rights to raise query for Appeal Investigation Committee member, he/she also has rights to raise query for Appeal Investigation Committee's work, and he/she also can complain to local certification and accreditation administration or CNCA or other</p>



<p>投诉人不同意 CB 所得出的结论和/或不满意，则投诉人应有机会将其投诉转交给 ASI。CB 处理投诉的方式。作为最终步骤，投诉可能会被提交给 FSC。</p>	<p>certification and accreditation administration. A complainant shall be offered the opportunity to refer their complaint to ASI, if the issue has not been resolved through the full implementation of the HXC's own procedures, or if the complainant disagrees with the conclusions reached by the CB and/ or is dissatisfied by the way the CB handled the complaint. As the ultimate step, the complaint may be referred to FSC.</p>
<p>2.5 约束规则</p>	<p>2.5 Constraint rule</p>
<p>2.5.1 参加申/投诉处理有关人员，对涉及到的任何与申诉/投诉的人和事具有保密责任。如果投诉人要求，华信创应保留投诉人对客户的匿名性。</p>	<p>2.5.1 The relevant person who attend the handle of appeal/complaint shall have confidential responsibility for all person and thing of appeal/complaint. HXC retain the anonymity of the complainant in relation to the client, if this is requested by the complainant.</p>
<p>2.5.2 凡参与案件处理的工作人员，均应保持客观公正。</p>	<p>2.5.2 The relevant person who attend the handle of appeal/complaint shall keep objective and impartiality.</p>
<p>2.5.3 与申诉、投诉、争议事件有直接或间接利害关系的工作人员，应回避该项案件的调查处理工作。解决投诉或上诉的决定应由未参与有关投诉或申诉的评估的人员进行，或由其审查和批准。</p>	<p>2.5.3 The relevant person who has direct or indirect interest relation with appeal, complaint and dispute shall avoid the investigation of case. The decision resolving the complaint or appeal shall be made by, or reviewed and approved by, person(s) not involved in the evaluation related to the complaint or appeal.</p>
<p>3 申诉、投诉、争议调查处理后，中心的有关部门对产生申诉、投诉和争议的原因进行分析，对多次重复发生同样事件的，如确认是由于中心体系的不合格造成，应按中心《不合格控制和纠正措施实施程序》执行。措施有效性由质量部验证。必要时提交中心管理评审。华信创应记录和跟踪投诉和申诉，以及为解决这些问题而采取的行动。</p>	<p>3. After appeal, complaint and dispute has been handled, HXC shall analyze the reason of appeal, complaint and dispute. For repeated case, if it is caused by HXC's management system, HXC shall take actions according to "Reject control and corrective action implementation procedure", Quality Dept. shall verify the effectiveness of correction action, if necessary, the effectiveness of correction action will be submitted for management review. HXC shall record and track complaints and appeals, as well as actions undertaken to resolve them.</p>
<p>4 费用</p>	<p>4. Expense</p>
<p>4.1 事件处理费用由败诉方支付，其他有关的合理支出由提出诉讼方承担。</p>	<p>4.1 The unsuccessful party shall pay for the case handle, and other reasonable expend shall be paid by suit party.</p>
<p>4.2 如费用由提出诉讼方支付则其中保证金余款在裁</p>	<p>4.2 If the expend shall be paid by suit party, the balance of the deposit will be returned after</p>



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HXC CERTIFICATION

HXC-GK-05 A/0

<p>定后 20 个工作日内退还。若保证金不足，裁定之日起 10 个工作日内由提出诉讼方补充不足部分。</p>	<p>judgement within 20 work days. If the deposit is insufficient, suit party shall supplement the insufficient section after judgement within 10 work days.</p>
<p>5 申投诉渠道：</p> <p>电话：010-57146599</p> <p>传真：010-60784350</p> <p>邮箱：hxccc@hxccc.org</p>	<p>5. Appeal/complaint channel</p> <p>Tel: 010-57146599</p> <p>Fax: 010-60784350</p> <p>Email: hxccc@hxccc.org</p>