

# Procedure for handling complaints related to the qualification or certification processes

## 1. Introduction

- 1.1. **A T G s.r.o.(ADVANCED TECHNOLOGY GROUP, spol.s r.o.)**, further only **ATG s.r.o.**, ATG s.r.o. operates an Authorized Qualification Body (**AQB**) and/or Training Center (**TC**) and Examination Center (**EC**) for partner certification bodies, (**CB**) operating in accordance with requirements (ČSN EN ISO/IEC 17024:2013. Conformity assessment - General requirements for bodies operating certification of persons) according to independent qualification systems in accordance with the standards:
  - 1.1.1. (ČSN EN ISO 9712:2022. Non-destructive testing - Qualification and certification of NDT personnel)
  - 1.1.2. (ČSN ISO 20807:2015. Non-destructive testing - Qualification of personnel for limited application of non-destructive testing)
  - 1.1.3. (IAB-041:2019. IIW Guide - International Welding Inspection Personnel - Minimum Requirements for the Education) and at the same time operates the ATG CERT certification body, operating in the field of standards according to 1.1.1, 1.1.2 among others (hereinafter referred to as a Body/Bodies).
- 1.2. The aim of this procedure is **to ensure the administration of a uniform, impartial, unbiased, and transparent method of filing and subsequently resolving complaints** submitted by customers, participants, and other authorized parties involved in the relevant qualification process.
  - 1.2.1. The submission of a complaint, its investigation, and the resulting determination shall not lead to discriminatory measures against the complainant by the relevant Body against which the complaint is directed.
- 1.3. A complaint is understood to be an expression of dissatisfaction, other than an appeal, from any person or organization to the relevant Body regarding the activities of that Body or of a trained or examined person, which the complainant expects to be resolved.
- 1.4. This procedure addresses complaints against activities of ATG s.r.o. Bodies only. Complaints against partner certification bodies shall be addressed directly to the relevant certification bodies in accordance with their complaint procedures.

## 2. Procedure

- 2.1. Complaints shall be delivered in writing on a designated form, as a hard copy to the address of **ATG s.r.o., Toužimská 771, 19902 Prague 9 – Letňany, Czech Republic**, and are then forwarded to the head of the Body, which is attached to this document or is available on request from the head of the relevant Body.
- 2.2. If the complaint concerns the activities of AQB / EC or TC, the complainant is obliged to first submit the complaint to the management of AQB / EC or TC. The complainant only has the right to escalate their complaint to the superior CB within the prescribed interval or another reasonable grace period if the management of AQB / EC or TC does not respond to the complaint within the prescribed time interval or another reasonable grace period, or does not provide an adequate response to the complaint, and the complainant has demonstrably and unsuccessfully made reasonable efforts to resolve the complaint even after the first response.
  - 2.2.1. Where a complaint concerns the activities of AQB / EC or TC, unjustified complaints directed at CB without prior resolution with the management of AQB / EC or TC may be considered damaging to the reputation of ATG s.r.o. with all resulting legal consequences.
- 2.3. The receptionist is responsible for receiving complaints addressed to the management of the relevant Body and forwarding the letter of complaint to the relevant manager. Only complaints submitted by post or in person in accordance with paragraph 2.1 will be processed.
  - 2.3.1. A period of 14 calendar days from the date of delivery is set for the commencement of the complaint resolution process and response to the complainant.
- 2.4. The complainant shall be continually informed about the progress of the handling of their complaint.
- 2.5. Complaints are always handled by an impartial employee, i.e., an employee who did not participate as a participant in the qualification and/or certification process in the actual case.
  - 2.5.1. Carry out the administrative task of informing the complainant about the receipt of the complaint and the expected date of their response without undue delay.
  - 2.5.2. Request and compile all relevant documents (complaint record, records and documentation relating to the contract, etc.) and the relevant employee's position on the complaint.
  - 2.5.3. Review the documentation and assess the merit of the complaint. If the cause of the complaint is related to the Body's quality system, they will take corrective action in concert with the quality manager.
  - 2.5.4. Propose a solution or justification for rejection.

## 3. Attachments

- 3.1.  Appendix A - Complaint Form



*Advanced Technology Group s.r.o.*


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## A. Complaint Form

### A1. Complaint

A1.1. To be completed by the complainant

<b>Name and surname</b>		<b>Date and signature</b>
<b>Company</b>		
<b>Contact address</b>		

<b>Complaint against</b>	<input type="checkbox"/> TRAINING CENTER <input type="checkbox"/> EXAMINATION CENTER OR AUTHORIZED QUALIFICATION BODY <input type="checkbox"/> CERTIFICATION BODY
<b>Date of event</b>	
<b>Description of Complaint</b>	<p style="text-align: center; color: lightblue; opacity: 0.5;">  </p>
<b>Attachments</b>	

### A2. Complaint Handling Process

A2.1. To be completed by the designated employee of ATG s.r.o.

Action taken	Date	Name	Note
Complaint received			
Assessment of the complaint			
Investigation of the complaint			
Information for the complainant			
Corrective actions			
CA verification			
Complaint closed			

### A3. Complaint Resolution

A3.1. To be completed by the designated employee of ATG s.r.o.

A3.2. It is possible to designate multiple problem categories.

Problem category	Recurring problem	Reason
<input type="checkbox"/> Service not provided	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Service was partially provided	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Delay in providing the service	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Inadequate service	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Service did not match the order	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Refusal to provide service	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Incorrect administration	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Dissatisfaction with price	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Dissatisfaction with the payment method	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Unjustified costs / payments	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Delays in handling complaints	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Other type of problem	<input type="checkbox"/> YES <input type="checkbox"/> NO	

### A4. Complaint Assessment and Decision

A4.1. To be completed by the assigned employee of ATG s.r.o.

<b>Legitimacy</b>	<input type="checkbox"/> JUSTIFIED	<input type="checkbox"/> UNJUSTIFIED	
<b>Severity</b>	<input type="checkbox"/> HIGH	<input type="checkbox"/> MEDIUM	<input type="checkbox"/> LOW
<b>Complexity</b>			
<b>Impact</b>			

<b>Decision on complaint</b>	<input type="checkbox"/> ACCEPTED	<input type="checkbox"/> REJECTED		
<b>Method of resolving the complaint</b>	<input type="checkbox"/> FINANCIAL COMPENSATION	<input type="checkbox"/> APOLOGY	<input type="checkbox"/> CORRECTIVE ACTION	<input type="checkbox"/> OTHER MEASURES
<b>Description of corrective actions, resolution:</b>				