

	ACCREDITED INSPECTION BODY COMPLAINTS RESOLVING MANAGEMENT
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The Accredited Inspection Body takes seriously all possible disputes - complaints / appeals / claims (hereinafter: complaints), from the business environment and reacts immediately.

At the request of client or any other interested party, they are provided with the procedure for resolving complaints, described in this document.

The Accredited Inspection Body immediately analyzes each complaint received in order to determine whether it relates to the inspection activities for which it is responsible.

The Accredited Inspection Body takes responsibility for all decisions made at all levels of the complaints management process.

Consideration of complaints and decisions on them never result in any discriminatory measures against the complainant.

The procedure for resolving complaints in the Accredited Inspection Body includes the following basic elements:

- receipt of complaint, validation, investigation of complaint, as well as decision-making on what measures to take in response;
- complaint recording and monitoring, including measures taken to resolve them;
- evaluation and ensuring that all appropriate measures are taken.

Clients or other interested parties may file a written complaint on their business memorandum or by the e-mail office@roamingsmartsolutions.com . At the request of the client, the Accredited Inspection Body will confirm receipt of the written complaint or e-mail and during the proceedings will inform the client, in a convenient, agreed manner, about the progress of resolving process.

The Technical Manager is responsible for collecting and verifying the necessary information, in order to evaluate the received complaint.

For the analysis of the causes of complaint Quality Manager is in charge. For complaints related to inspection procedure and technical issues Technical Manager is in charge. All proposed solutions are considered and based on evaluation, the final decision is made by the Technical Manager, if necessary, harmonizing the opinion with the Quality Manager and other staff who did not directly participated in the given inspection.

Deadline for resolving complaints are as soon as possible.

If the complaint is justified/legitimate, the final decision must first satisfy the complainant. An agreement with the complainant is first recommended option.

If this is justified, the complainant would be reimbursed for any damage caused by the negligent work of the staff of the Accredited Inspection Body.

The Accredited Inspection Body officially (in free written form or by e-mail) always informs the client about the outcome of the complaint analysis and the decision made.

By applying principles of non-conformity management, records are kept on all complaints and their resolution, as well as on the corrective measures taken in the Accredited Inspection Body.

Also, the organization - Accredited Inspection Body will, if necessary, fully cooperate in the procedure, which, upon the legal appeal of the interested party, is conducted by the court in charge, by its legal representative.