

Ningbo Xuntong Standard Technology Service Co., Ltd.

# QUALITY PROCEDURE

## For

# Complaints and Appeals

No.: XT-CP-QP-10

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QUALITY PROCEDURE for  
Complaints and Appeals

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**0. REVISION HISTORY**

No.	Version	Date	Changes	Revised by	Reviewed by	Approved by
1	A/0	2025/1/10	Initial version issued	Chen Qiu jun	Jesse Liu	Kevin.Huang
2						
3						
4						
5						

## 1. PURPOSE

The purpose of this procedure is to standardize the handling of customer complaints and appeals complaints during the certification activities, ensuring that the interests of all parties are effectively protected.

## 2. SCOPE

The complaints and appeals complaints from certification applicant during certification activities.

## 3. PROCEDURE

### 3.1 Complaint

3.1.1 The content of the complaint can be the XunStd employee's morality, behavior, ability or the quality of the XunStd certification work.

### 3.2 Appeal

3.2.1 The appeal can be made regarding the certification decision of XunStd or any activities related to the certification process.

### 3.3 Initiation of a complaint/appeal

3.3.1 The person who made the complaint/appeals is a client of the product certification service.

3.3.2 The complainant should clearly specify the matter or individual being complained/appeals about, and provide the necessary evidence materials.

3.3.3 The complaint/appeal can be submitted to XunStd through written form, email, phone call or WeChat. In general, complaint/appeal should be made under one's real name.

### 3.4 Processing

3.4.1 PCM is the person in charge of handling complaint/appeal. Be responsible for conducting necessary investigations into complaints initiated by customers and reporting the investigation results to the general manager for approval.

3.4.2 All the participants in the investigation should ensure objectivity and fairness, and must not show discriminatory treatment towards the person making the complaints or appeals. The person involved in the complaint incident shall not participate in the handling of the complaint/appeal.

3.4.3 The general manager made the final decision based on the investigation report, and PCM would then inform the complainant in writing of the final decision.

3.4.4 The complaint/appeal should be handled within 5 working days.

3.4.5 The record of complaint/appeal should be archived and preserved.

#### **4. REALATED DOCUMENTS**

None

#### **5. ATTACHED FORMS**

XT-CP-QP-10-01 Complaint/Appeal Processing Form