

# 申诉、投诉和争议的处理规定

## Provisions for the Handling of Appeals, Complaints and Disputes

### 1 申诉/投诉和争议的范围 Scope of appeals, complaints and disputes

BCC 受理来自内部员工、获证组织、任何外部利益相关方（包括但不限于政府部门、认可机构、BCC 投资方、BCC 相关机构、BCC 认证/审定/核查结论的使用者或采信方，等）的申诉/投诉和争议，具体范围包括如下内容：BCC accepts appeals, complaints and disputes from internal employees, certified organizations and any external interested parties (including but not limited to government, accreditation bodies, BCC investors, BCC related parties, users or acceptors of BCC certification/validation/verification conclusions, etc.). The contents are as follows:

- 1.1 涉及对新世纪检验认证有限责任公司的认证审核/审定/核查结论异议；Objections to the results of the certification audit/validation/verification conclusions by BCC Inc.;
- 1.2 涉及对新世纪检验认证有限责任公司做出的暂停、撤销、注销认证/审定/核查资格处置的异议；Objections to the suspension, withdrawn and cancellation of the certification/validation/verification made by BCC Inc.;
- 1.3 涉及对新世纪检验认证有限责任公司的认证/审定/核查的不满意或抱怨；Dissatisfaction or complaints about the certification/validation/verification by BCC Inc.;
- 1.4 涉及新世纪检验认证有限责任公司工作人员违纪、违规行为；Violation of discipline and irregularities involving the staff of BCC Inc.;
- 1.5 涉及新世纪检验认证有限责任公司认证审核/审定/核查活动的合法性、公正性、非歧视性；The legality, impartiality and non-discrimination of the certification and audit/validation/verification activities of BCC Inc.;
- 1.6 涉及新世纪检验认证有限责任公司工作人员有损受审核方/获证组织合法权益的行为；Actions by the staff of BCC Inc. that harm the legitimate rights and interests of the audited party/certified organization.

### 2 申诉的处理 Handling of appeals

- 2.1 申诉方应在接到 BCC 的认证/审定/核查决定或投诉、争议处理结果通知后的 30 个工作日内向 BCC 法务技术部提出书面申诉。The appellant shall submit written appeals with BCC's Legal Affairs and Technology Dept. within 30 working days after receiving notification of the BCC's certification/validation/verification decision or outcome of complaint and dispute.
- 2.2 BCC 法务技术部在接到申诉后一个月内，必须对申诉做出决定，并将申诉处理结果以书面方式及时通知申诉方。BCC's Legal Affairs and Technology Dept. shall make a decision on the appeals and promptly notify the appellant in writing of the outcome of the complaint within one month of receipt of the appeals.

### 3 投诉或争议的处理 Handling of complaints or disputes

- 3.1 投诉或争议可通过书面的信函、来人反映或以其它渠道的方式进行，投诉人须提供所投

诉事实的细节情况，证明材料并签章。对匿名投诉一般不予处理（基于 SA8000 认证的特点，处于对认证机构风险和 SA8000 认证报告使用者、结果采信方风险的考虑，对涉及 SA8000 认证申请者、或正组织、认证人员的匿名投诉，需要按照投诉处理要求进行处理）。Complaints or disputes may be carried out by written letter or other channels. The complainant shall provide details of the facts of complaints, proof documents with stamp. Anonymous complaints are generally not processed. (Based on the characteristics of SA8000 certification, risks of BCC, users of SA8000 certification reports, and the personnel stakeholders who accept certificates, anonymous complaints involving SA8000 certification applicants, organizations, stakeholders and certification personnel need to be handled according to the complaint, complaints and disputes handling requirements.)

**3.2** 对于署名投诉，BCC 应及时对反映的情况进行调查核实，充分了解双方当事人的全部信息，必要时进行现场调查获取证据，在一个月内提出处理意见或措施，并以书面方式通知投诉人或有关方。In the case of a signed complaint, BCC shall promptly investigate and verify the situation reported, fully understand all the information of the parties, conduct an on-site investigation to obtain evidence if necessary, submit a handling opinion or measure within one month, and notify the complainant or the party concerned in writing.

**4** 申诉方如果对 BCC 处理申诉、投诉/争议的结果不满意或认为 BCC 的行为严重侵害了自身合法利益的，可以向认证监管部门及认可机构进行投诉。**4If the appellant is not satisfied with the outcome of BCC's handling of appeals, complaints/disputes or believes that BCC's conduct has seriously infringed its legitimate interests, it may file a complaint with the certification authority and the accreditation body.**

**5** 申诉、投诉/争议处理过程中如有费用发生，由责任方承担。**Any costs incurred in the handling of appeals, complaints or disputes shall be charged to the responsible party.**

**6 调查组约束规则（法务技术部组建工作组）Constraint rules for investigation team members (staff in Legal Affairs & Technology Dept)**

**6.1** 处理申诉/投诉/争议的工作人员对其职能所涉及到的任何与申诉/投诉/争议人及有关方面的非公开信息负有保密责任。Team members who deal with appeals/complaints/disputes are responsible for confidentiality of any non-public information obtained in processing

**6.2** 参与申诉/投诉/争议事件有直接利害关系的工作人员，均应保持客观公正。Team members who are directly involved in appeals/complaints/disputes shall remain objective and impartial.

**6.3** 与申诉/投诉/争议事件有直接利害关系的工作人员，均应回避该申诉/投诉/争议的处理工作。**6.3 Team members who have conflict of interest in appeals/complaints/disputes shall avoid handling the appeals/complaints/disputes.**

#### 申、投诉联系方式：Contact with:

法务技术部 联系人：闫晓瑾

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