

## Appeals against the Decisions taken by the Certification Authority

An appeal against the decision taken by the Certification Authority must be filed in writing. The appeal is registered and communicated directly to the Head of the independent Certification Authority. They shall examine whether the appeal includes all required identifiers of a contested decision, or the reasons for filing an appeal. At the same time, they will collect any additional documentation necessary to assess the appeal and its legitimacy. The Head of the Certification Authority shall appoint a team to follow up on the appeal and collect any supporting document, in case the appeal require for in-depth investigation and expertise. The team shall consist of persons that have not been involved in the process the outcome of which resulted in filing the appeal.

The Head of the Certification Authority shall appoint a competent person who, based on the submitted documentation, reviews the contested decision taken by the Certification Authority. This person must be independent of the process the outcome of which resulted in filing the appeal. When examining the legitimacy of the appeal, the competent person's opinion may also build on in-depth investigation results from addressing any previous similar appeals.

If the legitimacy of the appeal proves justified because of the review of the decision taken by the Certification Authority, the Head of the Certification Authority shall initiate the reconsideration process of the decision and implementation of corrective actions.

The Head of the Certification Authority keeps the appellant informed about the appeal being received, addressed and about the conclusions drawn by the investigation team.

The Head of the Certification Authority is responsible for preventing any discriminatory treatment or action against the appellant.

The Head of the Certification Authority may also request the opinion of the steering committee, or the Impartiality Committee, shall the complexity of the case require so.

The QM keeps all and any appeal related documents registered in a separate folder.

The annual analysis of the appeal is a part of the management review.

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