

认证活动反馈信息处理程序

Certification Activity Feedback Information Processing Procedure

编号 Number: SCC-QP-13

受控 Controlled:

Yes No

受控文件

版本 Version:

B/0

编制 Preparation:

General Department

审批 Review:

Jianqin Pang

批准 Approved:

Chaoyue Li 

发布日期 Published Date:

April 9th, 2021

实施日期 Implementation Date: April 9th, 2021

1、目的 Purpose

为保证SCC开展认证工作的公正、准确，维护申请人和获证方的利益制订本程序。

This procedure is formulated to ensure the fairness and accuracy of SCC's certification work, and to safeguard the interests of applicants and certified parties.

2、范围Scope

2.1 与SCC相关的组织以及个人就有关SCC认证业务中发生的申诉、投诉、争议进行反馈信息处理。

Organizations and individuals related to SCC provide feedback on complaints, complaints and disputes arising from SCC certification business.

2.2 下列情况不属受理范围：The following cases are not within the scope of acceptance:

2.2.1 已进入法律程序的申诉、投诉、争议；

Appeals, complaints and disputes that have entered legal proceedings;

2.2.2 申请人和获证方因民事、经济纠纷引发的申诉、投诉、争议；

Appeals, complaints and disputes arising from civil and economic disputes between the applicant and the certified party;

2.2.3 超出认证业务范围的申诉、投诉、争议；

Appeals, complaints and disputes beyond the scope of certification business;

2.2.4 争议双方已达成调解协议并已执行，并且没有新情况、新理由的申诉、投诉、争议；

The two parties to the dispute have reached a mediation agreement and have implemented it, and there are no new circumstances or new grounds for appeals, complaints or disputes;

2.2.5 不符合国家法律、法规的申诉、投诉、争议；

Appeals, complaints and disputes that do not comply with national laws and regulations;

2.2.6 证据不全的申诉、投诉、争议；

Appeals, complaints and disputes with insufficient evidence;

2.2.7 经过有关部门处理过的申诉、投诉、争议；

Appeals, complaints and disputes handled by relevant departments;

2.2.8 属于纪检部门、监察机关管辖范围的申诉、投诉、争议。

Appeals, complaints and disputes that fall within the jurisdiction of the discipline inspection department

and the supervisory authority.

3. 职责Responsibilities

3.1 客服部负责接受来自各界的申诉、投诉与争议处理。

The Customer Service Department is responsible for accepting complaints, complaints and disputes from all walks of life.

3.2 对于向SCC提出的申诉、投诉与争议，由综合部负责组织调查，各部门积极配合，技委会提出处理建议，报SCC总经理批准后执行。

For appeals, complaints and disputes raised to SCC, the General Department is responsible for organizing investigations, all departments actively cooperate, and the Technical Committee proposes handling suggestions, which are reported to the SCC general manager for approval and implemented.

3.3 为体现公正性，申诉、投诉、争议涉及的相关人员在申诉、投诉、争议处理过程中应予以回避。

In order to reflect fairness, the relevant personnel involved in appeals, complaints and disputes should be avoided in the process of handling appeals, complaints and disputes.

3.4 SCC总经理负责处理相关人员对申诉、投诉与争议结果不满意，再次提出申诉、投诉与争议的处理。

The general manager of SCC is responsible for handling relevant personnel who are dissatisfied with the results of appeals, complaints and disputes, and raise appeals, complaints and disputes again.

3.5 综合部定期（每次现场审核后20个工作日之内）向客户调查相关信息，对反馈信息不满意的转交给客服部处理。

The General Department regularly (within 20 working days after each on-site audit) investigates the relevant information from the customer, and if the feedback information is not satisfied, it will be transferred to the Customer Service Department for processing.

4. 程序Procedure

4.1 申诉Appeal

4.1.1 申诉是指申请人或获证方对SCC的审核及认证结果作出不满意的正式声明。

An appeal refers to a formal statement that the applicant or the certified party is dissatisfied with

the SCC's audit and certification results.

4.1.2 申请人或获证方对SCC的审核及认证服务相关事项持有疑义时均可提出申诉。

The applicant or the certified party may file an appeal when they have doubts about SCC's audit and certification services.

4.1.3 受理申诉时限为相关事件发生60 天内。

The time limit for accepting an appeal is 60 days after the relevant event occurs.

4.1.4 申诉以书面形式提交SCC客服部（口头提出的，由客服部形成书面记录）。

The appeal shall be submitted to the SCC Customer Service Department in writing (orally, the Customer Service Department shall form a written record).

4.1.5 SCC综合部及时对收到的申诉进行调查和处理，其调查程序和处理结果经总经理批准。

The SCC General Department investigates and handles the complaints received in a timely manner, and its investigation procedures and handling results are approved by the general manager.

4.1.6 如申诉人不同意SCC处理结果，也可直接向SCC总经理再次提出申诉，由SCC总经理进行处理。

If the appellant is dissatisfied with the SCC's handling results, he can also directly file an appeal to the SCC general manager again, and the SCC general manager will handle it.

4.2 投诉Complaints

4.2.1 投诉是认证及审核相关方对SCC认证服务提出的正式的抱怨意见。

Complaints are formal complaints made by certification and auditing parties to SCC certification services.

4.2.2 相关组织以及个人均可对SCC认证人员和工作人员的道德、行为、能力、工作质量等问题提出投诉意见。

Relevant organizations and individuals can make complaints about the ethics, behavior, ability, work quality and other issues of SCC certified personnel and staff.

4.2.3 投诉人应提供必要的调查证据及线索。对于匿名投诉，SCC应对其进行记录并留存，以作为工作改进的参考。对于署名投诉，SCC应及时进行调查处理。综合部应调查分析所投诉的问题及投诉原因，包括SCC管理体系中存在的倾向性因素，若无特殊原因，在收到投诉后的40个工作日内采取适当措施，并答复投诉人。

The complainant shall provide necessary investigation evidence and clues. Anonymous complaints

shall be recorded and retained by the SCC for reference in work improvement. For signed complaints, SCC shall investigate and deal with them in a timely manner. The General Department shall investigate and analyze the complaints and the reasons for the complaints, including the tendentious factors existing in the SCC management system. If there are no special reasons, appropriate measures shall be taken within 40 working days after receiving the complaint, and the complainant shall be replied.

4.2.4 对客服部定期收集的顾客反馈信息，当反馈信息不满意的，客服部应于2个工作日内转交综合部处理并及时告知客户，综合部收到后20个工作日内采取措施，并答复客户。

Regarding the customer feedback information collected by the customer service department on a regular basis, when the feedback information is not satisfied, the customer service department shall transfer it to the general department for processing within 2 working days and inform the customer in time, and the general department will take measures within 20 working days after receiving it, and reply to the customer.

4.2.5 投诉意见、答复及采取的相关措施均需及时上报SCC总经理批准。

Complaints, replies and relevant measures taken shall be reported to the general manager of SCC for approval in a timely manner.

4.3 争议Disputes

4.3.1 争议是指申请人或获证方对SCC的认证程序及技术问题方面不同意见的口头或书面表述。Dispute refers to the oral or written representation of the applicant or the certified party's different opinions on SCC's certification procedures and technical issues.

4.3.2 受理争议时限为相关事项发生30天内。

The time limit for accepting disputes is 30 days after the occurrence of relevant matters.

4.3.3 争议以书面形式提交SCC客服部（口头形式的，由客服部负责形成书面记录）。

Disputes shall be submitted to the SCC Customer Service Department in writing (orally, the Customer Service Department shall be responsible for forming a written record).

4.3.4 SCC综合部在2个工作日内对收到的争议进行调查和处理，并及时告知对方。

The SCC General Department will investigate and handle the disputes received within 2 working days, and inform the other party in time.

4.3.5 如提出人不满意处理结果，也可直接向SCC总经理提出申诉，由SCC总经理进行处理。

If the proposer is not satisfied with the result, he can also file a complaint directly to the general

manager of SCC, and the general manager of SCC will handle it.

4.4 其它事项Other matters

4.4.1 申诉、投诉与争议处理完毕后，综合部保存相关记录。

After the appeals, complaints and disputes are settled, the General Department will keep relevant records.

4.4.2 每年综合部应将处理的申诉、投诉与争议情况提交SCC管理评审活动。

The General Department shall submit the handled complaints, complaints and disputes to the SCC management review activities every year.

4.4.3 对于重大申诉、投诉，在处理过程中，如涉及上级相关部门，应将相应结果上报，并接受上级部门监督。

For major appeals and complaints, in the process of handling, if the relevant higher-level departments are involved, the corresponding results shall be reported and the supervision of the higher-level departments shall be accepted.

5. 相关文件Related documents

《不符合控制程序》 Nonconformity Control Procedure