

<b>ITS</b>	<b>PROCEDURE</b>	문 서 번 호	ITS-P941
	Handling Complaints and Objections	Edition/Rev.	3 / 0
		폐 이 지	1 / 3

### 1. objective

The purpose of this manual is to identify the root causes of stakeholders' complaints and objections and to develop and improve measures to prevent recurrence.

### 2. Scope of application

This procedure shall be applied to the procedures for handling complaints (including disputes and liability for indemnification) and objections from interested parties such as the certification organization, customers of the certification organization, and the accrediting agency in connection with the certification service.

### 3. Responsibilities and Authority

#### 3.1 won chapter

Chairman of the Steering Committee for the Treatment of Complaints and Objections

#### 3.2 Deputy Director

3.2.1 Requires investigation of complaints and objections and corrective action

3.2.2 Confirmation and notification of corrective/preventive measures

#### 3.3 Steering Committee

Review of complaints and objections

#### 3.4 Special Committee

Investigation of complaints and objections

#### 3.5 Certified Division

Receiving complaints and objections, and notifying of results

### 4. Definition of terms

#### 4.1 Objection

The adverse decision to request that the certification (application) organisation reconsider any adverse decisions made by the ITS regarding the desired certification activities includes the following:

- (1) Refusing to accept an application for certification
- (2) Determination of unfair nonconformities
- (3) Changing the scope of accreditation
- (4) Deciding the suspension and cancellation of accreditation

#### 4.2 Complaints

In contrast to objections, disputes and the following are included in the case that an individual or organization expressed dissatisfaction with the ITS in anticipation of an answer regarding the ITS' certification activities:

- (1) Unfairness of the heart
- (2) Conducting an advisory action
- (3) Leakage of certification (application) organization information
- (4) Engaging in conflicts of interest or interest

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- (5) the demand for unfair profits from an organization, its agents or interested parties;
- (6) Violations of other laws, contracts, and notices verbally or in writing in advance;
- (7) Disadvantages arising from the organization in relation to the operation and performance of our accreditation.
- (8) Other complaints

## 5. Operation procedure

### 5.1 Disclosure of complaints and objections opportunities and procedures

The Head of the Head of the Directorate shall disclose such details as complaints or objections to the ITS by all stakeholders to maintain the public interest and transparent certification system of the ITS accreditation work, and what procedures such complaints and objections are handled when they are filed with the ITS, such as on the Internet homepage of the ITS for easy access. However, if a stakeholder does not wish to disclose it, it shall be kept private.

### 5.2 Receiving complaints and objections

- ((1) If a complaint or complaint is received from a stakeholder, the recipient shall notify the interested party that an objection or complaint has been filed, prepare a complaint or complaint request and register it with the Director of the Accreditation Department.
- (2) The Director of the Accreditation Department shall check the validity of the receipt in relation to the certification activities to which the ITS is responsible and whether it affects the effectiveness of the management system.
  - 1) If necessary, seek prior consent from stakeholders and conduct an on-site inspection
  - 2) In this case, the number of employees who are put into the field inspection shall be assigned to those who have no interest in receiving the information.
- (3) If the cause of ITS's imputation is found after validation, reconfirm or revise the adequacy of the relevant information described in the 'Regulatory Action Request' and obtain approval from the Director.
  - 1) Reconfirm and correct customer complaints and objections
  - 2) Reconfirmation of causes and countermeasures/measures

### 5.3 Handling complaints and objections

- (1) In the event that it is difficult to decide on his own, the Director may order a special committee to be held in accordance with the 'Operation of the Committee' procedure to determine the action. At this time, the members of the Special Committee shall be composed of those who have no interest in the complainant and the complainant.
- (2) Once the decision of the Special Committee or the approval of the Director of the Accreditation Department is completed, the decision shall be made and officially notified to the interested parties.
- (3) If a stakeholder is not satisfied with the notification, refer it to the third party arbitration body in Table 1 below and follow the decision.

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Table 1: Third-party arbitration bodies

Objection content	Mediating agency
(1) Conflict concerning accreditation work and services	<u>Accreditation Body</u>
(2) Conflict regarding uncollected funds	competent district court
(3) Conflicts on Black-Brightness through media outlets	Press Arbitration Board/Fair Trade Committee
(4) Liability of compensation incurred by the organization in relation to the performance and operation of certification services	<u>Accreditation Body</u>

#### 5.4 Follow-up

(1) The Director of the Accreditation Department shall manage, in the process of submitting, investigating and deciding objections to paragraphs 5.2 and 5.3. above, to prevent any discriminatory measures from causing such objections.

(2) Information on the handling of complaints and objections shall be managed as confidential in accordance with 'Confidentiality and Interest Management'.

(3) The Director of the Accreditation Department shall officially check if the final results are satisfactory to the interested parties and record the results in the response result of the "Discontent/Regulatory Action Request" column.

(4) Discontent and objection handling by stakeholders shall be submitted to the Steering Committee or the Management Review.

(5) If agreed with the stakeholders, the details of complaints and objections may be disclosed through the ITS's Internet homepage, etc.

However, if it is a stakeholder's requirement, it must be disclosed.

(6) If corrective action is required in relation to the handling of complaints and objections, take the necessary action in accordance with the "calibration and preventive measures" procedure.

### 6. Managing documents and records

6.1 Complaint/Regulatory Action Request

6.2 Complaint/Declaration Management Register

6.3 Satisfaction Questionnaire for the Auditorium

### 7. Related documents

7.1 Procedure for Corrective/Preventive Action

7.2 Committee Operation Procedure

### 8. Attachment