

	亞瑞仕國際驗證股份有限公司 ARES INTERNATIONAL CERTIFICATION CO., LTD	編號 No. : ARES-VP-04
	申訴和抱怨處理程序 Appeals and complaints procedure	頁碼 Page : 3

1. 目的 purpose

本程序規定了對本機構提供的查驗服務不滿意的客戶申訴、抱怨的管理方法 and 要求。

This procedure specifies the management methods and requirements for customer complaints and complaints that are dissatisfied with the validation/verification services provided by the ARES.

2. 範圍 scope

本程序適用於所有個人或組織對本機構的申訴、抱怨處理。This procedure is applicable to handling of appeals/complaints related to ARES

3. 控制依據 criteria

確證與查證機構之一般性原則與要求 ISO 17029: 2019, Conformity assessment – General principles and requirements for validation and verification bodies.

機構提供環境資訊確證與查證之一般原則與要求 ISO 14065:2020, General principles and requirements for bodies validating and verifying environmental information.

機構提供環境資訊確證與查證之一般原則與要求 ISO 14065:2013, General principles and requirements for bodies validating and verifying environmental information. (因執行環境部溫室氣體查驗方案需納入, requested by MOENV GHG verification program)

4. 定義 definition

4.1 申訴的定義為：definition for appeal

指查驗申請方、受查驗方或獲證組織針對其期望的查驗狀態有關的不利決定所提出的書面請求。The verification applicant、auditee or certified client propose the written request about the validation and verification decision which is disadvantage to their expectation.

4.2 抱怨的定義為：definition for complaint

指查驗申請方、受查驗方或獲證組織對亞瑞仕及其工作人員的查驗有關行為，以書面表

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示不滿意，並期望得到亞瑞仕回覆。 The verification applicant、auditee or certified client send written unsatisfaction to ARES and expect to have ARES response regarding to the validation and verification behavior of ARES and staffs.

5 處理原則 disposition principle

- 5.1 亞瑞仕以嚴謹、公正、非歧視的方式受理、調查和處理來自相關方的申訴、抱怨，並在處理申訴、抱怨的過程中，負責所有層面之決定，而且完整紀錄於 ARES-FM-29《申訴和抱怨資訊處理表》。 ARES accepts、investigate and dispose appeals、complaints of interested party with preciseness, impartiality and non-discriminatory manner, and is responsible for all the decisions of the process, and completely record in ARES-FM-29《Appeals and complaints handing form》.
- 5.2 亞瑞仕確保參與調查處理申訴、抱怨的人員，並未參與被申訴、抱怨同一案件的相關活動，以確保處理的公正性。 ARES ensure the investigation impartiality in handling process of appeals and complaint of each case, the investigation staff did not join the original activity in that certain case.
- 5.3 行政管理權責單位將空白可填寫的 ARES-FM-29-1《客戶申訴和抱怨資訊處理單》放置於公司網路的公開文件檔案連結，讓有需求之人員或組織可公開獲取。 The administration management responsible unit public a blank form of ARES-FM-29-1《Customer Appeal and Complaint Handling Form》in Web site, to make it available to the person or organization.
- 5.4 當行政管理權責單位收到已填寫內容的 ARES-FM-29-1《客戶申訴和抱怨資訊處理單》，首先一律統一交至行政管理權責單位主管。行政管理權責單位主管聯絡提出者告知已收到申訴、抱怨，將於完成公司內部的調查處理程序後，結果以書面告知原提出者。申訴、抱怨之調查及決定，不會對提出者造成任何差別待遇。 When the fill-in ARES-FM-29-1《Customer Appeal and Complaint Handling Form》be received, it should be handover to administration management responsible unit manager firstly. administration management responsible unit manager inform the Appeal and Complaint issuer when receiving the application form. After the investigation process be done in ARES, the administration management responsible unit will inform result to the Appeal and Complaint issuer in written

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form. The investigation and decision result of appeal and complaint shall not cause any differential treatment to the issuer.

5.5 由行政管理權責單位主管收集必要的相關資訊以確認該件申訴、抱怨是否與本公司的查驗活動有關。當確認有關之後，行政管理權責單位主管向總經理報告，並指派個案參與處理申訴、抱怨的人員，包含調查員與審查員，均未參與被申訴、抱怨同一案件的相關活動。 Administration management responsible unit manager collect the necessary information to ensure each certain case do related to validation and verification activity by ARES. When it did, administration management responsible unit manager report to general manager, assign both investigator and reviewer in appeal and complaint certain case that did not join the original validation and verification activity in the same certain case.

5.6 處理申訴、抱怨的時限為行政管理權責單位接到提出者正式的書面資料期 30 天內，包括以書面答覆結果給申訴、抱怨提出者。 The time limit for processing appeal and complain is within 30 days after the issuer official written information is received by administration management responsible unit, including a written form of result reply to the issuer.

5.7 處理申訴、抱怨的過程中，所有的處理過程與各層面之決定，應完整紀錄於 ARES-FM-29 《申訴和抱怨資訊處理表》，6.1。 In the process of appeals、complaints be investigated, disposed and all the decisions, shall be completely recorded in ARES-FM-29 《Appeals and complaints handing form 》 and be filed in administration management responsible unit.

6 統計分析與 確效 analysis and effectiveness

6.1 行政管理權責單位每年 12 月份整理該年度的所產生處理的所有申訴、抱怨的處理表，製作成 ARES-FM-30 《申訴、抱怨全年情況統計表》。 In every December，the administration management responsible unit collect all the appeals, complaints occurred in this year，formulated ARES-FM-30 《Appeals、complaints annual statistics form》.

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6.2 行政管理權責單位應在每年管理審查會議中提交統計表彙報，以評估本機構對申訴、抱怨處理的有效性。The administration management responsible unit shall submit the statistical report to the annual management review meeting. To evaluate the effectiveness of the handling of appeals, complaints.

7.使用表單 forms

7.1 ARES-FM-29 《申訴和抱怨資訊處理表》 Appeals and complaints handing form

7.2 ARES-FM-29-1 《客戶申訴和抱怨資訊處理單》 Customer Appeal and Complaint Handling Form

7.3 ARES-FM-30 《申訴、抱怨全年情況統計表》 Appeals、complaints annual statistics form