

Anyone is entitled to submit complaints or reports.

A complaint is the manifestation of dissatisfaction with administrative, technical, performance aspects of activities performed by AUDIT SERVICE & CERTIFICATION SRL or by **organisations certified by AUDIT SERVICE & CERTIFICATION SRL**.

The complaint received by **AUDIT SERVICE & CERTIFICATION SRL** is recorded and analysed in order to provide a written response within 30 days of receipt.

Completion of the form is recommended to enable a quick start to the procedure for handling your complaint or report.

This form is a guide for the best formulation of complaints and/or reports:

- towards AUDIT SERVICE & CERTIFICATION SRL
- to organisations certified by AUDIT SERVICE & CERTIFICATION SRL

**Part A - Complainant's data** (the complaint is filed by):

* Name	
* Surname	
Company name	
Address	
POSTAL CODE	
Cities	
* Telephone	
* Fax	
* E-mail	

**Part B - Data of the person against whom a claim is being made:**

	AUDIT SERVICE & CERTIFICATION SRL	Organisation certified by AUDIT SERVICE & CERTIFICATION SRL
Company name		
Name and Surname		
* Type of activity		
Certification scheme		
Address		

Date \_\_\_\_\_ Stamp and Signature \_\_\_\_\_

With this signature you authorise the processing of your data for the purposes of the requested service as per the information contained in the Regulations available at [www.auditservicecertification.com](http://www.auditservicecertification.com).

**\* Detailed and clear description of the complaint:**


**Please enclose the following documents in support of your complaint (indicate number and title of document):**


**\* Have you already filed a direct complaint against the Organisation?** Yes      No

**With what outcome?**


**I authorise the documentation to be sent to the Organisation:** Yes      No

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**Section dedicated to AUDIT SERVICE & CERTIFICATION  
SRL**

**Handling of the complaint by the DG:**

**Reply sent to the complainant on:**

**Actions required for complaint handling:**

*The complaint was processed and closed*

*The complaint has been processed but not closed and requires further action*

**Date :**

*AU Signature*