

# Complaints and Appeals

Procedures and Submission | DSR Certification, LLC

DSR Certification, LLC handles complaints and appeals relating to its certification activities objectively, impartially, confidentially and in accordance with its documented procedure PR-08.

## Who may submit a complaint or appeal?

Customers, applicant and certified organizations, and other interested parties may contact DSR Certification, LLC regarding its certification activities. Complaints may concern DSR services, procedures, auditors or personnel, or matters relating to an organization certified by DSR.

An appeal may be submitted by an applicant or certified organization seeking reconsideration of a certification decision or an audit finding, including major or minor nonconformities and observations.

## How to submit

Complaints and appeals may be submitted in writing or verbally to DSR Certification, LLC. For written submissions, please use [info@drs-zert.de](mailto:info@drs-zert.de).

Please describe the matter, identify the organization or certification concerned (where applicable), provide relevant dates and supporting information, and include contact details so that DSR can respond. This information helps us examine the matter; it is not a separate admissibility requirement.

## How complaints are handled

DSR records and assesses each complaint, first determining whether it relates to its certification activities. Receipt is acknowledged where possible. The circumstances are investigated, necessary actions are determined and followed up, and the complainant is informed of progress and the outcome.

Complaints are generally processed within **15 calendar days**. The outcome and any measures taken are communicated in writing.

Where a complaint concerns a certified organization, DSR assesses its relevance and validity, may request a response from that organization, and may consider corrective actions, a special audit or action concerning certification. Information disclosed to the complainant is subject to confidentiality obligations.

## How appeals are handled

Appeals are registered, acknowledged and checked for admissibility. The relevant evidence and circumstances are examined objectively, including comparable cases where appropriate. Additional information may be requested.

Appeals against certification decisions and audit findings are reviewed and decided independently by the Complaints and Appeals Committee. Persons involved in the audit or certification activities at issue, or having an actual or potential conflict of interest, do not participate. If the committee cannot act independently, DSR appoints suitable independent persons who were not previously involved.

The appellant is informed of progress and receives the final reasoned decision in writing. If an appeal against an audit finding is upheld, the finding and any affected follow-up actions are corrected; any affected certification decision is reviewed as necessary.

## Our handling principles

**Impartiality and independence.** Decisions on complaints are made or reviewed by persons not involved in the activities concerned; appeals are decided independently.

**No disadvantage.** Submitting a complaint or appeal must not result in discriminatory or disadvantageous treatment.

**Confidentiality.** Information is shared only with persons involved in handling the matter or where disclosure is required by law, contract or accreditation obligations.

**Documentation and closure.** Submissions, investigations, decisions, communications and any follow-up measures are documented and retained. DSR decides together with the complainant and, where relevant, the certified organization whether and to what extent a complaint and its resolution are made public.