

# APPEALS & COMPLAINTS FORM



## COMPLAINT

Request to reconsider a decision made by AJA Europe on the outcome of the services provided.

There are no time limitations for making a Complaint. However, should there be a considerable time lapse between the perceived offence and the Complaint being submitted, it will make impartial investigation more difficult.

Any Stakeholder is entitled to submit a complaint to AJA Europe by the attached form.

Definition: Expression of dissatisfaction, other than appeal, by any person or organization to a conformity assessment body (AJA) or accreditation body (ACCREDIA), relating to the activities of that body, where a response is expected

## APPEAL

Expression of dissatisfaction concerning the certification activities of AJA Europe or of an AJA certified client/organization.

The organization have to send an Appeal Form within 30 days from the closure of audit, or certification decision activities.

Definition: Request by the provider of the object of conformity assessment to the conformity assessment body (AJA) or accreditation body (ACCREDIA) for reconsideration by that body, of a decision it has made relating to that object.

## STATEMENT OF INTENT

Any request received by AJA from anyone (Stakeholder), will be properly analysed and handled, keeping in mind the principles of openness, transparency and consent of all stakeholders, impartiality and confidentiality.

All requests received, classified as complaints, or appeals, will be appropriately addressed and treated in compliance with AJA Europe procedures.

All requested have to be sent to:

**Indonesia local office - PT ACube TIC International**  
[a.indo@acubetic.com](mailto:a.indo@acubetic.com)

**Italy Accredited office – AJA Europe S.r.l.**  
[b.ruscitti@acubetic.com/info@acubetic.com](mailto:b.ruscitti@acubetic.com/info@acubetic.com)

# APPEALS & COMPLAINTS FORM



	APPEAL
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	COMPLAINT
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<b>NAME OF THE APPLICANT</b>					<b>DATE</b>				
<b>ORGANIZATION</b>									
<b>ADDRESS</b>									
<b>TELEPHONE</b>				<b>E-MAIL</b>					
<b>DETAILS OF REQUEST:</b>									
<b>ATTACHED DOCUMENTATION</b>									
<b>AJA EUROPE SRL. EVALUATION - DETAILS OF INVESTIGATION INCLUDING VALIDATION, DETERMINATION OF THE CAUSE AND THE NEED FOR CORRECTIVE ACTIONS:</b>									
<b>REQUEST ACCEPTED</b>			<b>CLASSIFICATION</b>						
	<b>YES</b>		<b>NO</b>		<b>APPEAL</b>		<b>COMPLAINT</b>		<b>OBSERVATION</b>
<b>JUSTIFICATION FOR DECISION</b>									
<b>RECORD OF ACTION TAKEN AND POTENTIAL REQUIREMENTS TO PREVENT RECURRENCE WHERE POSSIBLE:</b>									
<b>DATE:</b>			<b>ACTION TAKEN EVALUATED AND EFFECTIVE:</b>						
<b>ACTION ACCEPTED BY:</b>			<b>COMPLAINANT</b>		<b>COMMITTEE</b>		<b>AJA EUROPE SRL. DIRECTOR</b>		
<b>DATE OF CLOSING</b>			<b>EFFECTIVENESS VERIFICATION OF ACTION UNDERTAKEN (MANAGEMENT SYSTEM REVIEW):</b>						