**Procedure**

An appeal is a formal notification of disagreement with a (certification- or verification-/validation-) decision within a certification / verification- / validation process, or request by the provider of the object of conformity assessment to CUC for reconsideration of a decision it has made relating to that object.

A complaint is a formal expression of dissatisfaction, other than appeal, by any person or organisation regarding a CUC employee‘s behaviour, CUC methodology, or work executed under contractual responsibility of CUC by a critical office or subcontractor, where a response is expected.

A concern is an expression of dissatisfaction or concern by any person or organisation regarding a client certified by CUC, which is not sufficiently substantiated to be classified as a complaint and where a response is expected.

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| --- | --- |
| Type | Appeal  Complaint  Concern |
| Sector | Certification  Verification  Validation |
| Date |  |
| Name of organisation / company |  |
| Name contact person |  |
| Telephone |  |
| E-Mail |  |
| Description  *Please describe your appeal / complaint / concern as much as possible ("who, what, where, when") and provide any documentation, if applicable* | |
| Evidence  *Please specify the evidence for your complaint / complaint / appeal, if applicable / available* | |