

Beijing Cotecna Kaixin Certification Co., Ltd.

北京中瑞泰纳凯新认证有限公司

Certification of sustainable of textile procedure

可持续发展纺织品认证程序文件

Appeal/complaint/dispute procedure

申诉/投诉/争议程序

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1. Purpose/目的

The company shall take corrective/preventive measures, improve work, enhance customer satisfaction, and maintain the impartiality and seriousness of certification by accepting appeals/complaints and disputes, finding non-conformities or potential non-conformities./公司通过受理申/投诉和争议，发现不符合或潜在的不符合，采取纠正/预防措施，改进工作，增强顾客满意，维护认证的公正性和严肃性。

2. Scope of use/使用范围

This procedure applies to the handling of appeals/complaints and disputes related to sustainable textile certification activities./本程序适用于与可持续发展纺织品认证活动有关的申诉/投诉和争议的处理。

3. Responsibilities/职责

- 1) Textile Certification Department provide the company's public documents to the applicant and the certified customers, so that they can clearly understand the company's handling methods and handling procedures for appeals/complaints and disputes./ 纺织认证部将公司公开文件提供给申请方和获证客户，使其清楚了解公司关于申/投诉和争议的处理方法与处理过程。
- 2) Management representative is responsible for the archiving of the registration, acceptance, evaluation and recording of appeals/complaints and disputes. The appeals, complaints investigation and processing information and final conclusions will be sent back to the person who appeals and the complains. /管理者代表负责申/投诉和争议的登记、受理、评价和记录的归档保存工作。并将申诉、投诉调查处理信息及最终结论反馈申诉、投诉人。
- 3) Major appeals/complaints and disputes are handled by the management representative to form a working group for investigation and processing, and the general manager of the company approves the processing opinions./重大申/投诉和争议由管理者代表负责组成工作组调查处理，由公司总经理对处理意见进行批准。

4. Definition 定义

- 1) Appeal: A written request from the organization or client for a reconsideration of a company's adverse decision regarding its expected certification status. Adverse decisions include:/申诉：申请组织或客户对我公司做出的，与其期望的认证状态有关的不利决定所提出的重新考虑的书面请求。不利决定包括：
 - a) Dissatisfied with the conclusions of the company's audit. /对公司所作出的审核结论不满；
 - b) Dissatisfied with the company's failure to register./对公司不予认证注册不满；
 - c) Dissatisfied with the company's suspension/withdrawal certification./对公司暂停/撤销其认证资格不满；
 - d) Other reasons, such as objections of certification application, certification decision and certification registration etc./其他原因，如有关认证申请、认证决定、注册发证有异议等。

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2) Complaint: any behavior expressed to the company by any organization or individual, which is different from the appeal and wants to be answered, which is not satisfactory to the company or to the quality of products/services and other aspects of the certified organization. The scope of the complaint may involve:/投诉: 任何组织或个人向公司表达的, 有别于申诉并希望得到答复的, 对本公司或对获证组织产品/服务质量及其他方面表示不满意的行为。投诉的范围可能涉及:

- a) The certified party management system does not meet the certification requirements. /获证方管理体系不符合认证要求。
- b) The certificated party abuses the certificate and logo./获证方滥用认证证书和标志;
- c) The relevant departments or staff of the company violated the relevant provisions of the certification work./公司有关部门或工作人员违反认证工作有关规定。
- d) Other reasons/其他原因。

3) Disputes: The representation of different opinions on the certification process and technical issues by the applicant or customer during the certification process./争议: 申请人或客户在认证过程中就认证程序和技术问题不同意见的表述。

5. Procedures for handling appeals 申诉的处理程序

1) The auditee or the certified client will appeal to the company within 30 days after receiving the company's decision or notice of action. /受审核方或获证客户在接到公司的决定或措施通知后, 30 日内向公司提出申诉。

2) The appeal shall be made in writing document and signed or sealed by the complainant. For verbal or anonymous appeals, they are not treated as invalid appeals. /申诉应以书面文件形式提出, 并且由申诉人签字或盖章。对于口头或匿名申诉, 作为无效申诉不予处理。

3) After receiving the appeal materials, the management representative fills in the “Appeal/Complaint and Dispute Acceptance Record” and reports to the company's top management and management representatives within 2 working days. The investigation team shall be composed of personnel who have not audited and certified the party involved in the appeal, and the management representative appoints the head of the investigation team to conduct an investigation./管理者代表在收到申诉材料后, 填写《申诉/投诉及争议受理记录》, 并于 2 个工作日内向公司最高管理层报告。调查组由未对申诉当事人进行审核和证明的人员组成, 由管理者代表任命调查组组长进行调查。

4) The investigation team organizes investigation, confirmation, analysis and evidence collection of the appeal: /调查组组织申诉的调查、确认、分析和证据收集:

- a) Both the complainant and the respondent should be required to provide sufficient factual evidence and written materials. /要求申诉方与被申诉方均应提供充分的事实证据和书面材料
- b) The working group shall arrange for the representatives of the party to appeal and the party to response to present their reasons fully./工作组应安排申诉方与被申诉方代表充分陈述理由。

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c) Investigate, confirm, analyze and collect evidence of the reasons and facts of the appeal to determine the validity of the application./对申诉理由和事实进行调查、确认、分析和取证，以确定申请的有效性。

d) Propose the relevant measures to respond to the appeal, that is, to process opinions or conclusions./提出回应申诉的相关措施，即处理意见或结论。

5) The investigation team forms a written report after investigation, confirmation, analysis and evidence collection results, as well as processing opinions or conclusions./调查组经过调查、确认、分析和取证结果以及处理意见或结论，形成书面报告。

6) The leader of the investigation team convened a meeting to review the results of the treatment and, if necessary, refer to the results of previous similar complaints./调查组组长召集会议，审定处理结果，必要时可以参考以前类似申诉的结果。

7) The reasons for the appeal are established and are the responsibility of the company. The representative of the company manager is responsible for organizing the relevant departments to analyze the reasons for non-conformity according to the relevant provisions of the Procedures for Corrective/Preventive Measures, taking corrective measures, forming documents and verifying their validity. When the auditee or the certified customer is required to review, the audit department shall conduct the review in accordance with the requirements in the certification procedure. /申诉理由成立，属公司责任，公司管理者代表负责按照《纠正/预防措施程序》中有关规定，组织相关部门分析不符合产生的原因，采取纠正措施，形成文件并验证其有效性；如果认为对受审核方或获证客户应予复审时，由审核部按照认证程序中的要求实施复审。

8) The problem in the appeal is not the responsibility of the company, but it is related to the company's certification audit work, and should be taken in the same way, and appropriate improvement measures should be taken. /申诉中的问题不属于公司的责任，但与公司认证审核工作有关，应举一反三，采取适当的改进措施。

9) The reasons for the appeal are established, and the costs of the appeal investigation and the cost of the review are borne by the company. The reason for the appeal is not established and the claimant shall bear the expenses. /申诉理由成立，申诉调查处理费用及复审费用由公司承担。申诉理由不成立，由申诉方负担费用。

10) The confirmation of the appeal and the progress of the investigation and the final processing result shall be sent to the appealing party in writing by the management representative. The final processing result will be accepted from the formal acceptance, no later than 6 months./申诉的确认和调查处理进展情况和最终处理结果，由管理者代表以书面形式送交申诉方。最终处理结果自正式受理申诉，最迟不超过 6 个月。

6. Procedures for handling complaints /投诉处理程序

6.1 The submission of the complaint/投诉的提出

It should be in writing and accompanied by the evidence and the name and contact information of the complainant. The oral report or the person's report shall provide the specific details of the incident, the

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supporting materials and the name of the complainant, and the management representative shall make a record. Under normal circumstances, the company does not accept anonymous complaints. Regarding the exposure or complaints from the government or the media on the quality of product /environmental/safety/food safety of the certified party, the audit department is responsible for timely tracking, obtaining the information and submitting it to the management representative./应采取书面形式并附证据及投诉方姓名、联系方式。口头举报或来人反映，应提供所投诉事件的具体细节、证明材料和投诉人姓名，管理者代表做好记录。通常情况下公司对匿名投诉不予受理。关于来自政府或媒体对获证方的产品（服务）质量/环境/安全健康/食品安全方面的曝光、投诉，由审核部负责及时跟踪，获取信息后提交管理者代表。

6.2 Acceptance, confirmation and investigation of complaints/投诉的受理、确认和调查

- 1) Complaints shall be handled by the management representative. after receiving complaints call or other complaints, they shall fill out the “Appeal/Complaint and Dispute Acceptance Record”, register the “Appeal, Complaint and Dispute Acceptance Account” and confirm with the complainant (by letters, telephone calls, e-mails, etc.), and report to the company's top management and management representatives within 2 working days, and the management representative will designate an investigation team to conduct the investigation./投诉由管理者代表归口处理，接到投诉电话或其他方式的投诉后，应填写《申诉/投诉和争议受理记录》，登记《申诉、投诉和争议受理台帐》，并与投诉者确认（可通过信件、电话、电子邮件等），并于 2 个工作日内报告公司最高管理层和管理者代表，并由管理者代表指定调查组进行调查。
- 2) The investigation team is responsible for investigating, obtaining evidence and verifying the complaints, and making a detailed record of the information collected in each investigation, such as the time, place, and respondent, and collecting the necessary documents, records and other evidence./调查组负责对投诉事项进行调查、取证及核实，并对每一次调查所收集的信息如调查时间、地点、接受调查人等内容进行详细记录，并收集必要的文件、证录等证据。
- 3) The management representative shall record and report to the general manager of the company for complaints for the company. At the same time, according to the clues provided by the complaints and the instructions of the general manager of the company, the manager representative arranges relevant departments to verify the complaints, fully understand all the information involved in the complaints, and conduct on-site investigations to obtain evidence when necessary./对公司的投诉，管理者代表应登记呈报公司总经理。同时，根据投诉提供的线索和公司总经理的批示，由管代组织有关方面对投诉的情况进行核实，充分了解投诉涉及的全部信息，必要时进行现场调查获取证据。
- 4) The management representative shall make a corresponding record when the facts of the investigation are not related to the certification behavior of the company./经调查投诉事实与本公司认证行为无关时，管理者代表应做好相应的记录。
- 5) According to the investigation, the facts of the complaint are related to the problems in the operation of the organization's system. The content of the complaint is true:/经调查确系投诉事实与组织的体系运行中发生问题有关，投诉内容属实时：

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a) The investigator fills in the non-conformity report, submits to the certified party's management representative for signature, and takes corrective action to report the company's verification within a time limit. /调查人员填写不符合报告,递交获证方管理者代表签字确认,并限期采取纠正措施报公司验证;

b) The Textile Certification department will make non-conformity the main contents of the surveillance audit, and verify the effect of the implementation of its corrective measures on site. If necessary, increase the frequency of surveillance audit. /纺织认证部将不符合列入监督检查主要内容, 对其纠正措施的实施情况现场验证其效果, 必要时, 增加监督审核频次;

c) From the government or the media, the product (service) quality/environment/safety/food safety exposure complaints of the certified party cannot be confirmed by the government or the media to confirm the conformity of the enterprise system. The auditor will audit and confirm the rectification of the enterprise, and the technical department will confirm the conclusion of the audit./来自政府或媒体对获证方的产品 (服务) 质量/环境/安全健康/食品安全方面的曝光投诉的, 不能仅依据政府或媒体对企业的整改结论来确认企业体系的符合性, 应由审核员对企业整改情况进行审核确认, 由技术部对审核结论进行确认。

d) If the certified party fails to take corrective actions to correct the complaint, the certification of the certified party may be suspended as appropriate, and shall be implemented in accordance with the relevant provisions of the Certification Determination Procedure. /获证方若对投诉不采取纠正措施予以纠正, 可视情况暂停获证方认证资格, 按《认证决定程序》中有关条款执行;

e) Where the complaint matters affect the certification qualification of the certified party, the company shall make a decision related to the certification qualification according to the investigation results in accordance with the corresponding procedures for granting certification./对于投诉事项影响到获证方的认证资格的, 由公司按授予认证相应的程序根据调查结果做出与认证资格相关的决定;

f) The company's staff members are injustice, leaking secrets, accepting bribes, etc., and the company disposes and dismisses the relevant personnel until legal liability is investigated. /属于公司工作人员不公正、泄密、受贿等违规情节, 公司对有关人员进行处分、解聘, 直至追究法律责任;

g) When it is the company responsibility, the company's management representative is responsible for taking corrective and preventive actions in accordance with the regulations, forming documents and verifying their effectiveness./属于公司责任时, 公司管理者代表负责按照规定采取纠正和预防措施, 形成文件并验证其有效性。

h) The complaints against the company are not the responsibility of the company, but related to the company's certification audit work, it should be inferior to take appropriate improvement measures./对本公司的投诉, 不属于公司责任, 但与公司认证审核工作有关, 应举一反三, 采取适当的改进措施。

6) The content of the complaint to the certified party is not true, and the cost of the investigation is borne by the company. the content of the complaint is true and the expenses are borne by the respondent./对获证方的投诉经核实内容不属实, 调查的费用由公司负担; 投诉内容属实, 费用由被投诉方负担。

7) The management representative shall notify the complainant in writing of the results of the complaint within 45 working days, regardless of whether the complaint is true or not./无论投诉内容属实与否, 管理者代表都应在 45 个工作日内将处理结果书面通知投诉方。

8) The complainant or the respondent still has objections to the company's handling, and can appeal to the company or appeal to the national accreditation body./投诉方或被投诉方对公司的处理仍有异议,可向公司提起申诉, 也可向国家认可机构上诉。

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9) The company and the certified client and the complainant jointly decide whether to disclose the complaint and jointly determine the degree of disclosure when the decision is made public./公司与获证客户及投诉人共同决定是否将投诉事项公开，并在决定公开时，共同确定公开的程度。

10) The company is responsible for decisions at all levels of the complaint handling process./公司对投诉处理过程各层级的决定负责。

11) The submission, investigation and decision of the complaint should not result in any discrimination against the complainant./投诉的提交、调查和决定不应造成对投诉人的任何歧视行为。

7. Dispute/争议

7.1 Proposal and handling of disputes/争议的提出和处理

1) The disputes raised during the certification audit process are generally negotiated between the audit team leader and the auditee in accordance with the certification standards. If the agreement cannot be reached after consultation, the audit team leader has the right to make a decision first and explain it in the audit report. The auditee may also file a dispute with the management representative within 10 days./在认证审核过程中提出的争议，一般由审核组长与受审核方依据认证标准协商处理。对经协商仍不能取得一致意见的，审核组长有权先行决定，并在审核报告中予以说明。受审核方也可以通过在 10 日内向管理者代表提出争议。

2) Disputes that are not submitted at the audit site shall be submitted to the company in writing, and the company management representative shall designate the relevant personnel to study. The management representative will notify the decision to controversy. If the controversy is still dissatisfied with the result of the processing, he may appeal to the company through the appeal procedure./不在审核现场提出的争议，应以书面形式向公司提出，公司管理者代表指定有关人员研究。管理者代表将决定通知争议提出人。争议提出人对处理结果仍不满意的，可以通过申诉程序向公司提出申诉。

8. Constraint rules/约束规则

1) The company will accept, evaluate, investigate and resolve appeals/complaints and disputes in an impartiality, non-discriminatory and rigorous manner and is responsible for all decisions in the process. The decision of the appeal/complaint and dispute is made by the person unrelated to the appeal/complaint and dispute, or by whom to review and approve, then notify to the controversy./公司将以公正、非歧视且严谨的方式受理、评价、调查和处理申/投诉和争议，并对处理过程中的所有决定负责。申/投诉和争议的决定由与申/投诉和争议无关的人员做出，或经其审查和批准，告知申/投诉人。

2) The appeal/complaint handling staff is responsible for maintaining the confidentiality of any non-public matters related to the application/complaint./申/投诉处理工作人员对所涉及到的任何与申/投诉有关的非公开情况负有保密的责任。

3) All staff involved in the appeal/complaint and dispute resolution work should be objective and

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impartiality./ 参与申/投诉和争议处理工作的所有工作人员，均应保持客观公正。

4) The personnel involved in the appeal/complaint investigation should have no direct or indirect relationship with the appeal/complaint organization. Those who have consulted directly with the appeal/complaint organization or the consulting activities of the company (including management personnel) within two years cannot participate in the investigation of appeals/complaints and disputes to ensure impartiality and independence./参与申/投诉调查处理的人员，应与申/投诉组织无任何直接或间接关系，在两年内直接向申/投诉组织进行过咨询或公司相关机构提供过咨询活动的人员（包括管理人员）不能参与申/投诉和争议的调查处理，以保证公正性和独立性。

5) BCK should submit a summary of complaints to GOTS annually./BCK 应该每年度向 GOTS 提交投诉的汇总

9. Related documents/相关文件

BCK-TP05 Corrective preventive action procedure/ BCK-TP05 《纠正/预防措施程序》

10. Related records/相关记录

QR039 《不符合报告》

QR039 "Non-conformity report"

QR026 《纠正措施验证报告》

QR026 Corrective Action Verification Report

QR067 《申诉/投诉和争议受理记录》

QR067 "Appeal/ Complaint and Dispute Acceptance Record"

QR067-1 《申诉、投诉和争议受理台帐》

QR067-1 "Appeals, Complaints and Dispute Acceptance Accounts"

QR071 《信息反馈及处理记录》

QR071 "Information Feedback and Processing Record"

Annex 1:

Modification record

Modified page	Modified status	Modified content	person	Date
9	Valid	Added stipulation to require KCB should submit a summary of complaints to GOTS annually.	SYB	2022-11-02
Full Text	Valid	1. The approval for handling complaints and disputes has been changed from the general manager to the executive vice president. 2. Transfer the responsibilities belonging to the	SYB	2025-05-15

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		Quality Department to the Management Representative.		
Full Text	Valid	Company name had been changed to Beijing Cotecna Kaixin Certification Co., Ltd. KCB had changed to BCK. All vice general manager has been changed to general manager. The Logo also changed.	SYB	2025/12/15