

**National Accreditation**  
Agency of Ukraine

**Approved by**  
**the NAAU Decree**  
dated 30.05.2014 № 182- Ya

## MANAGEMENT SYSTEM

**General document**  
*«Provision on Commission on complaints' review»*

General document <i>«Provision on Commission on complaints' review»</i>			NAAU
Revision 01 dated 30.05.2014	Developed by: Romanovych O.	Checked by: Kradiuk V.	Page 1
			Total number of pages 3

## *Provision on Commission on complaints' review*

### 1. GENERAL PROVISIONS

1.1. The Commission on complaint's review (hereinafter - the Commission) is established to ensure effective and efficient complaints' review, related with the activities of the National Accreditation Agency of Ukraine (hereinafter - NAAU) and conformity assessment bodies (hereinafter - CAB) accredited by NAAU.

1.2. NAAU undertakes for effective and efficient complaints' review. This process is an important mean of protecting NAAU its customers and stakeholders from errors or unreasonable actions.

1.3. Provision is developed taking into the consideration the requirements of DSTU ISO / IEC 17011:2005 «General requirements for accreditation bodies that accredit conformity assessment bodies.»

1.4. In its work the Commission is ruled by the legislation of Ukraine, national and international standards, NAAU management system documents this Provision.

### 2. TERMS AND DEFINITIONS

This document contains the following terms:

Complaint is an expression of dissatisfaction, usually set out in writing form regarding acts and inactivities of NAAU officials or accredited CAB's by any individual or legal entity.

### 3. FUNCTIONS AND AUTHORITIES OF THE COMMISSION

3.1. Commission:

- reviews complaints on behalf of the NAAU Chairman;
- interacts with NAAU specialists and subdivisions;
- maintains documentation on the matters related to the work of the Commission.

### 4. COMPLAINTS' REVIEW

4.1. In the case of a complaint to NAAU and on behalf of the NAAU Chairman, it is viewed by the Commission.

4.2. Complaints' review includes registration, analysis and consecutive actions that correspond to the results of its analysis, and conducted according to the NAAU Procedure "Procedure of complaints' review" (P-14.08.01).

General document «Provision on Commission on complaints' review»			NAAU
Revision 01 dated 30.05.2014	Developed by: Romanovych O.	Checked by: Kradiuk V.	Page 2
			Total number of pages 3

## 5. FORMATION OF THE COMMISSION ON COMPLAINTS' REVIEW

5.1. Commission is formed by the NAAU Chairman's decree and is a permanent Commission.

5.2. The Commission shall include the Chairperson, Deputy of the Chairperson, the Secretary of the Commission and members of the Commission.

5.3. During the complaints' review must be taken into consideration that commission members who are involved into the activity that is the subject of the complaint, did not participate in the consideration and decision making of the Commission on this issue.

5.4. On the meeting of the Commission may be invited NAAU Chairman, NAAU specialists involved in the activity that is considered, the complainant, as well as independent experts and specialists after the approving with NAAU Chairman.

## 6. RESPONSIBILITY OF THE COMMISSION

6.1. The Chairman of the Commission bears responsibility for:

- the completeness and correctness of execution of the Commission own functions;
- the objectivity and reliability of the decisions that are adopted.

The members of the Commission shall be responsible for the violation:

- ethical norms in the process of reviewing the materials and decision-making;
- rules and rules norms established in the national standards on accreditation issues, as well as other documents on accreditation adopted by Ukraine's national body on accreditation, the international and European organizations on accreditation;
- confidentiality requirements;
- the completeness and correctness of execution of own functions.

6.2. The Secretary of the Commission is responsible for:

- records keeping on issues related to the work of the Commission;
- storage in the conditions of confidentiality of all received documents and minutes of the Meetings.

## 7. PROCEDURE OF THE COMMISSION'S WORK

7.1. Commission's Meeting are hold as become available the instructions of NAAU Chairman regarding complaints' review.

7.2. The Commission Meeting is considered authorized if no less than 2/3 members of the Commission are present at the meeting.

7.3. Minutes of the meeting is led by the Secretary of the Commission.

7.4. Decisions are taken by simple majority vote of present members of the Commission.

### The Document is developed by:

Leading Specialist of the Division for  
Quality and Accreditation Personnel Support

Olga Romanovych

General document «Provision on Commission on complaints' review»			NAAU
Revision 01 dated 30.05.2014	Developed by: Romanovych O.	Checked by: Kradiuk V.	Page 3
			Total number of pages 3