

Complaints, Objections and Appeals Procedure

Customers, suppliers or other parties may file an objection or complaint/appeal related to the operation or performance of the FIRES, s.r.o Testing Laboratory and Product Certification Body.

The complainant files the objection or complaint/appeal in writing (an official letter or an contribution in the book of objections/suggestions), however no later than 10 days from the end of the particular activity of FIRES, s.r.o. Product Certification Body (unless a longer period was agreed in the contract), respectively within 30 days from the end of the particular activity of FIRES, s.r.o. Testing Laboratory. The objections have no suspensory effect. FIRES, s.r.o. also accepts complaints/appeals received by e-mail.

Any complaint/appeal must contain a name and address of a natural person or legal entity who files the complaint/appeal, as well as a brief description of the complaint's/appeal's subject and the signature of the complainant. If the objection, complaint or appeal does not contain all the necessary information, respectively if the information is conflicting or confusing, the complainant will be called to complete the data.

The procedures and responsibilities of FIRES, s.r.o. for handling with complaints, objections and appeals are set to come to clear conclusion in line with internal and external regulations.