

Title	Complaints and comments
Reference	MD-10
Revision	01
Date	31-07-2018

Is recommended to fill in this form to allow a quick start of your complaint or comment handling procedure.

This form is a guide for a better formulation of complaints and/or comments againts:

- ACCREDIA;
- CBs¹ accredited by ACCREDIA;
- Organisations certified/inspected by ACCREDIA accredited Subjects.

The form has to be sent to the competent ACCREDIA Department:

Certification and Inspection Department:	E-mail: milano@accredia.it Fax: +39 0221009637
Testing Laboratories Department:	E-mail: info@accredia.it Fax: +39 068841199
Calibration Laboratories Department:	E-mail: segreteriadt@accredia.it Fax: +39 0113919372

¹ By this acronym are ment the Certification, Inspection and Verification Bodies, the Testing, Medical and Calibration Laboratories, the Organizers of inter-laboratory evaluation test schemes and the Manufacturers of Referenc Materials.

PART A – COMPLAINANT’S DATA (the complaint is made by):

*Name
*Surname
Business Name
Address
Postal Code
City
*Telephone
*E-mail (or a fax number to which the answer can be delivered)

PERSONAL DATA TREATMENT – NOTE IN ACCORDANCE WITH THE EUROPEAN REGULATION ON DATA PROTECTION NO. 2016/679 – GDPR

In accordance with Article 13 of GDPR, ACCREDIA informs you that the provided personal data by filling the complaints/comments form, will be acquired by ACCREDIA to start the relative level of access to the documents.

The personal data will be collected in a Database Bank and could be treated internally only by ACCREDIA, with manual and/or IT means, for the following ends:

1. Send to you, communications and information on the handling of the submitted complaint;
2. Statistical processing (in anonymous form) that is necessary for internal ACCREDIA reporting.

The provision of the requested personal data is optional, however, not filling the fields marked with an asterisk will make it impossible to process the data for purposes of authorization to access the reserved area.

The legal basis of the processing of data is the legitimate interest of the Data Controller.

The data will be saved for 8 years, except for complaints on GHG (Greenhouse Gases), for which the relative data will be saved for 10 years.

According to Articles 15 and 22 of GDPR, you can ask at any time the integration, correction and, eventually, the cancellation of the provided data.

Your data will NOT be communicated to any operator, nor third parties and will NOT be circulated in Italy and Abroad.

The Data Controller of your personal data is ACCREDIA, registered office in Via G. Saliceto, 7/9 - 00161 Rome – ITALY.

The Data Protection Officer can be contacted at the e-mail address dpo@accredia.it.

You may exercise your rights under Articles 15 to 22 of GDPR against the Data Controller, at any time, by sending an e-mail to privacy@accredia.it.

By signing the document, you confirm that you have read the information above, regarding the processing of personal data.

*** Mandatory fields are marked with an asterisk**

PART B – DATA ON SUBJECTS THE COMPLAINT IS AGAINST TO:

Name
Surname
Business Name (ACCREDIA Department or Organisation or CB)
*Type of activity
Certification Scheme (if applicable)
Address
Postal Code
City
Telephone
E-mail (or fax)
Web address

***Detailed and clear description of the complaint**

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.....

Attached documents to support the complaint (indicate document's no. and title):

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.....

***Have you already sent a direct complaint against the Organisation and/or the competent CB?**

YES NO

Which was the outcome?

***I desire to remain anonymous:** YES NO

***I allow to send the documentation to the relevant CB:** YES NO

By entering YES to the question relative to send the documentation to the CB, it may not be possible to guarantee the maintenance of anonymity, as the documents to be sent may contain personal references that cannot be deleted.

Date.....

Signature.....