

 GRØNN BYGGALLIANSE	Doc No:	IS 403
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Complaints and Appeals Procedure	Date:	05.12.2018
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1 Introduction

This publication details the process for handling Complaints and Appeals received by Grønn Byggallianse.

2 Definitions

A Complaint is any expression of dissatisfaction, doubt or disappointment made to or about Grønn Byggallianse, related to its products, services, personnel, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

An Appeal is a request by the provider of the object of conformity assessment (certification to Grønn Byggallianse for reconsideration by them of a decision they have made relating to that object.

3 Complaints

All complaints should be made in writing by email to post@byggalliansen.no.

The Certification Manager is responsible for handling all complaints made to Grønn Byggallianse. All complaints are investigated, and action taken where appropriate. The process for handling complaints is outlined in Appendix 1. Grønn Byggallianse will provide the submitter with a digital receipt within 5 working days for Grønn Byggallianse members and within 20 days for non-Grønn Byggallianse members.

Where necessary complaints will be presented to the Grønn Byggallianse board for evaluation and response. Where complaints are resolved without the need for Grønn Byggallianse board evaluation, then the Grønn Byggallianse board will be informed of the complaints through manager's reports as required in the board meeting protocols.

Note: disputes are not logged as complaints but dealt with by the appropriate Manager. Unsatisfactory resolution of a dispute may lead to a complaint.

4 Appeals

An Appellant may appeal against any decision of Grønn Byggallianse to refuse or revoke certification by writing to the Certification Manager (Address shown above), clearly setting out the grounds for the appeal.

The process for an appeal to Grønn Byggallianse is outlined in Appendix 2.

The Certification Manager will review the decision made by Grønn Byggallianse. If the situation can not be resolved to the satisfaction of the appellant and Grønn Byggallianse, within 14 working days,

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Provisional arrangements are then made for an Appeal Panel to meet within two months of receipt of the appeal.

The Appeal Panel consists of three members, nominated by the Grønn Byggallianse board:

- who have not been directly involved in the decision under appeal, and
- who have no direct interest in the decision.

The Certification Manager shall provide secretarial services to the Appeal Panel but will have no voting rights.

The Appellant is given not less than 14 days' notice of the date set for the appeal, advised of the constitution of the Appeal Panel and invited to be present.

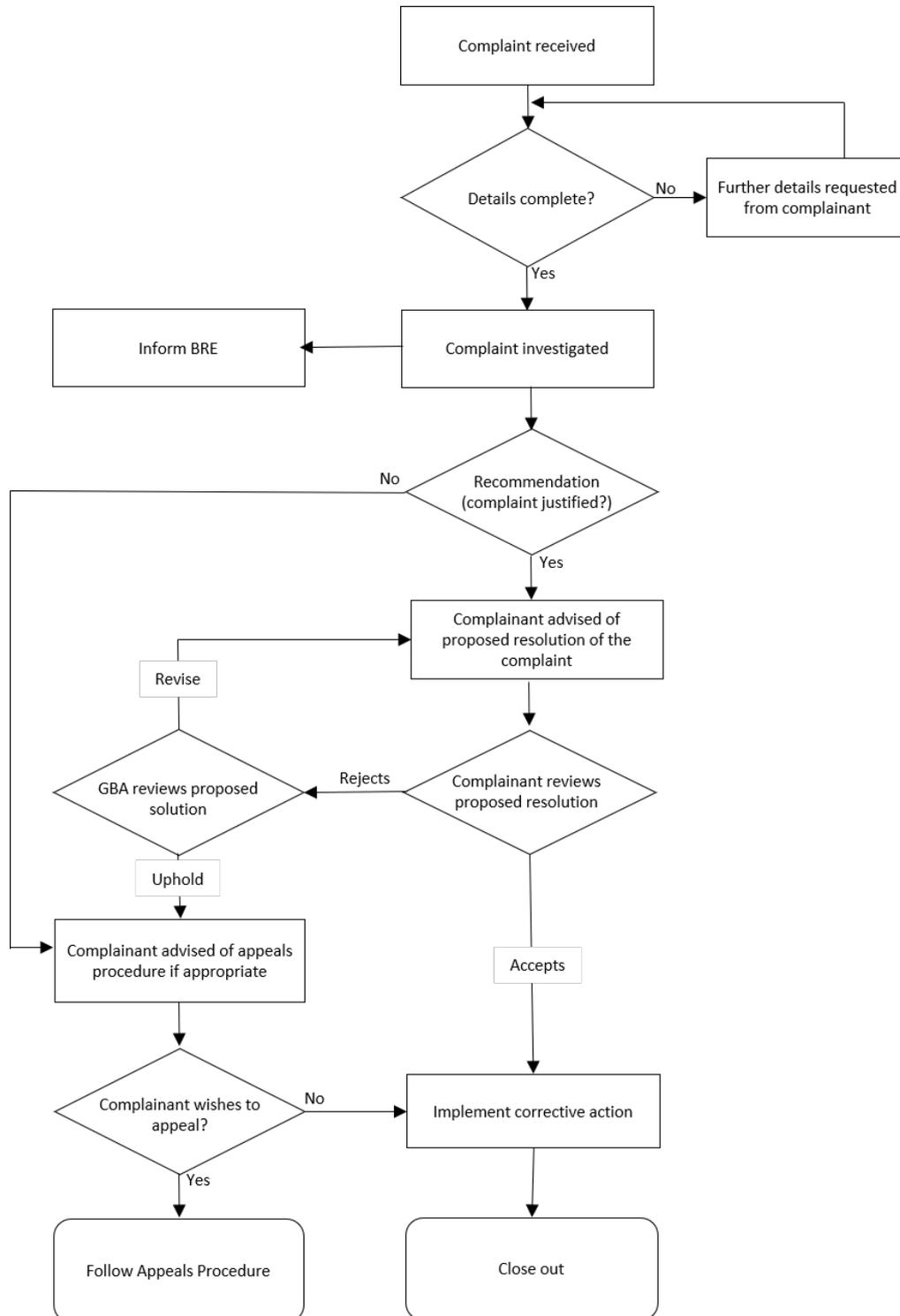
5 Disputes

'Appeals' against, or non-acceptance of, a complaint investigation outcome or proposed resolution (referred to as 'disputes') will not be dealt with under this Appeals Procedure. Instead, they will be referred on request to internal independent review by person or persons not involved in the original complaint or investigation. The complainant will be advised of the review decision

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Complaints and Appeals Procedure

Appendix 1 Complaints Procedure



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Appendix 2 Appeals Procedure

