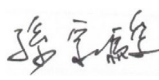



亞瑞仕國際驗證股份有限公司  
ARES INTERNATIONAL CERTIFICATION CO., LTD.

申訴和抱怨處理程序  
Appeals and complaints procedure

文件編號(File No.) : ARES-VP-04

序 號(Series No.) : \_\_\_\_\_

制修 Formulate or modify			制修內容摘要 Revision Summary	制定 Formulated	審查 Checked	核准 Approved
制訂日期 Date	版 Vers ion	次 No.				
2023/10/19	F	3	整併原程序書內容 Re-edit the whole original contents	孔祥漢		
2023/09/23	F	2	修正 4.1.1、4.1.2、4.2.1、4.3.1 之流程、並新增使用表單 ARES-FM-29-1 Amend the contents of 4.1.1, 4.1.2, 4.2.1 and 4.3.1, and added the use form ARES-FM-29-1			
2023/8/30	F	1	修改 4.1.3 之內容 Amend the 4.1.3			
2022/6/1	F	0	新制定程序 Newly developed procedure			

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## 1. 目的 purpose

本程序規定了對本機構提供的確證/查證服務不滿意的客戶申訴、抱怨的管理方法和要求。This procedure specifies the management methods and requirements for customer complaints and complaints that are dissatisfied with the validation/verification services provided by the ARES.

## 2. 範圍 scope

本程序適用於所有個人或組織對本機構的申訴、抱怨處理。This procedure is applicable to handling of appeals/complaints related to ARES

## 3. 控制依據 criteria

確證與查證機構之一般性原則與要求 ISO 17029: 2019, Conformity assessment – General principles and requirements for validation and verification bodies.

機構提供環境資訊確證與查證之一般原則與要求 ISO 14065:2020, General principles and requirements for bodies validating and verifying environmental information.

機構提供環境資訊確證與查證之一般原則與要求 ISO 14065:2013, General principles and requirements for bodies validating and verifying environmental information. (因執行環境部溫室氣體查驗方案需納入, requested by EPA GHG verification program)

## 4. 定義 definition

### 4.1 申訴的定義為：definition for appeal

指查證申請方、受查證方或獲證組織針對其期望的確證/查證狀態有關的不利決定所提出的書面請求。The verification applicant、auditee or certified client propose the written request about the validation and verification decision which is disadvantage to their expectation.

### 4.2 抱怨的定義為：definition for complaint

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指查證申請方、受查證方或獲證組織對亞瑞仕及其工作人員的確證/查證有關行為,以書面表示不滿意,並期望得到亞瑞仕回覆。The verification applicant、auditee or certified client send written unsatisfaction to ARES and expect to have ARES response regarding to the validation and verification behavior of ARES and staffs.

## 5 處理原則 disposition principle

- 5.1 亞瑞仕以嚴謹、公正、非歧視的方式受理、調查和處理來自相關方的申訴、抱怨，並在處理申訴、抱怨的過程中，負責所有層面之決定，而且完整紀錄於 ARES-FM-29 《申訴和抱怨資訊處理表》。ARES accepts、investigate and dispose appeals、complaints of interested party with preciseness, impartiality and non-discriminatory manner, and is responsible for all the decisions of the process, and completely record in ARES-FM-29 《Appeals and complaints handing form》。
- 5.2 亞瑞仕確保參與調查處理申訴、抱怨的人員，並未參與被申訴、抱怨同一案件的相關活動,以確保處理的公正性。ARES ensure the investigation impartiality in handling process of appeals and complaint of each case, the investigation staff did not join the original activity in that certain case.
- 5.3 管理部應將空白可填寫的 ARES-FM-29-1 《客戶申訴和抱怨資訊處理單》放置於公司網路上，讓有需求之人員或組織可公開獲取。當管理部收到已填寫的《客戶申訴和抱怨資訊處理單》，應先收集必要的相關資訊以確認該件申訴、抱怨是否與本公司的確證或查證活動有關。The management department public a blank form of ARES-FM-29-1 《Customer Appeal and Complaint Handling Form》 in Web site, to make it available to the person or organization. When the fill-in 《Customer Appeal and Complaint Handling Form》 be received, management department collect the necessary information firstly to ensure each certain case do related to validation and verification activity by ARES.
- 5.4 管理部應聯絡提出者告知已收到申訴、抱怨，並於完成公司內部的調查處理程序後，將結果以書面告知原提出者。申訴、抱怨之調查及決定，不應對提出者造成任何差別待遇。The management department shall inform the Appeal and Complaint issuer when receiving the application form. After the investigation process be done, the management department shall inform result to the Appeal and Complaint issuer in written form. The investigation and

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decision result of appeal and complaint shall not cause any differential treatment to the issuer.

5.5 處理申訴、抱怨的時限為**管理部**接到提出者正式的書面資料期 30 天內，包括以書面答覆結果給申訴、抱怨提出者。The time limit for processing appeal and complain is within 30 days after the issuer official written information is received **by management department**, including a written form of result reply to the issuer.

5.6 處理申訴、抱怨的過程中，所有的處理過程與各層面之決定，應完整紀錄於 ARES-FM-29 《申訴和抱怨資訊處理表》，交由**管理部**存檔。In the process of appeals、complaints be investigated, disposed and all the decisions, shall be completely recorded in ARES-FM-29 《Appeals and complaints handing form 》 and be filed in management department.

## 6 統計分析與 確效 analysis and effectiveness

6.1 **管理部**每年 12 月份整理該年度的所產生處理的所有申訴、抱怨的處理表，製作成 ARES-FM-30 《申訴、抱怨全年情況統計表》。In every December，the management department collect all the appeals, complaints occurred in this year，formulated ARES-FM-30 《Appeals、complaints annual statistics form》.

6.2 **管理部**經理應在每年管理審查會議中提交統計表彙報，以評估本機構對申訴、抱怨處理的有效性。The management department manager shall submit the statistical report to the annual management review meeting. To evaluate the effectiveness of the handling of appeals, complaints.

## 7.使用表單 forms

7.1 ARES-FM-29 《申訴和抱怨資訊處理表》 Appeals and complaints handing form

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7.2 ARES-FM-29-1 《客戶申訴和抱怨資訊處理單》 Customer Appeal and Complaint Handling Form

7.3 ARES-FM-30 《申訴、抱怨全年情況統計表》 Appeals、complaints annual statistics form