**RECEIPT OF COMPLAINT/APPEAL /CLAIM/DENUNCIATION**

Through this form you can express your opinion about the service provided by Control Union Services for which you do not feel satisfied. Our goal is to achieve the satisfaction of our customers through the services provided in an impartial manner.

You can review the procedure for handling complaints, appeals, claims and denunciations in section 19 of the General Validation/Verification Rules - chapter 1; available to any party interested in:

(peru.controlunion.com/es/programas-deverificacion)

Complaints, appeals, claims and denunciations are always received in writing in Spanish or English to [calidad.peru@controlunion.com](mailto:calidad.peru@controlunion.com). If it is a language other than Spanish or English, the answers will be handled bilingually (Spanish/language or English/language).

**Definitions:**

**a)** **Complaint:** formal expression of dissatisfaction of any person or organization related to the activities of the conformity assessment body, e.g. behavior of a CU employee, CU methodology, or work performed under the contractual responsibility of a critical or outsourced office, where a response is expected.

**b) Appeal:** formal request for reconsideration of a Validation/verification opinion within a validation/verification process, or request from the supplier of the conformity assessment object to CU to reconsider a decision made in relation to that object.

**c) Denunciation:** expression of dissatisfaction or denunciation of any person or organization with respect to a client verified/validated by CU, which is not sufficiently substantiated to be classified as a complaint, but a response is expected. Denunciations can be anonymous or confidential.

**d)** **Claim:** formal request for a financial settlement. Claims are not considered complaints or appeals.

**HOW TO PROCEED IF YOU WANT TO FILE A COMPLAINT, APPEAL, CLAIM OR DENUNCIATION:**

1. Complete the box below with the reason of your complaint/appeal/claim/denunciation.
2. Send the email to [calidad.peru@controlunion.com](mailto:calidad.peru@controlunion.com)
3. Please note the following before filing your complaint/appeal/claim:

* Complaints: you must file it within 6 (six) weeks after the event that gave rise to the complaint.
* Appeals: must be submitted within 6 (six) weeks after the validation/verification opinion.

1. The information must be complete so that it is not rejected.
2. After 10 days you will receive a communication indicating whether the complaint, appeal, report, or claim has been accepted, who will be the person responsible for managing it and the time in which you will receive the results:

* If it is a complaint, this time will not be greater than 30 days.
* If it is an appeal/denunciation, the maximum period to issue a result is 3 months.

1. Remember that the fact of having filed a complaint, appeal, denunciation, or claim, in no case does it give rise to discriminatory actions against you or the interested party.
2. The assigned person will investigate the information, if necessary, the scheme owner can be consulted.
3. If the complaint/appeal/denunciation/claim cannot be resolved within the established time, you will be informed of this.
4. After the time indicated in point 5 has elapsed, the person assigned to respond to the complaint/appeal/denunciation/claim will send you a letter with the resolution of the case.
5. If the client does not agree with the results, the client may present a new complaint once only, which will be handled by a higher instance within a period of 30 calendar days, after which a written response will be issued. At the end of 30 calendar days, CU will conclude the complaint/appeal/claim/denunciation process.
6. See section 19 of the General validation/verification Rules for more detail regarding some programs.

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| **Organization name** |  | **Date** |  |
| **Address** |  | | |
| **E-mail** |  | **Telephone** |  |

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| Complaint/Appeal /Claim/Denunciation  Please specify your complaint/appeal/claim/denunciation as clearly as possible (“who, what, where, when”) and provide all necessary documentation, if applicable. Attach documents if necessary |
| Abc… |