

	PUBLIC INSTITUTIONAL DOCUMENT		
	Prime Certification Services (PCS) Unipessoal Lda		
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1.0 PURPOSE

PRIME Certification Services maintains a formal process for receiving, evaluating, investigating, and resolving complaints, appeals, disputes, and objections related to its certification activities. This procedure is established to ensure transparency, impartiality, consistency, and confidentiality in accordance with ISO/IEC 17065 requirements.

2.0 SCOPE

This procedure applies to all certification activities conducted by PRIME Certification Services, including applicable certification programs and regulatory schemes.

The process applies to:

- Applicants;
- Certified clients;
- Regulators;
- Interested parties;
- External stakeholders.

3.0 DEFINITIONS

Complaint Expression of dissatisfaction related to certification activities, personnel, evaluations, communications, delays, or services provided by PRIME Certification Services.

Appeal: Formal request for reconsideration of a certification-related decision made by PRIME Certification Services.

Dispute: Formal disagreement related to certification decisions, contractual matters, interpretation of certification requirements, or unresolved complaints.

4.0 SUBMISSION OF COMPLAINTS AND APPEALS

Complaints and appeals may be submitted through the official communication channels made available by PRIME Certification Services.

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Submissions may be made by:

- E-mail.
- Website contact forms.
- Written communication.
- Other official reporting mechanisms.

5.0 ACKNOWLEDGMENT OF RECEIPT

PRIME Certification Services acknowledges receipt of complaints and appeals within five (5) business days whenever possible. All submissions are recorded, tracked, and maintained under controlled conditions.

6.0 EVALUATION AND INVESTIGATION

All complaints and appeals are evaluated to determine whether they relate to certification activities for which PRIME Certification Services is responsible. Investigations are conducted impartially by qualified personnel who were not involved in the original activities related to the matter under review.

The evaluation process may include:

- Review of certification records.
- Evaluation reports.
- Technical documentation.
- Audit results.
- Previous decisions.
- Relevant communications.

7.0 IMPARTIALITY AND INDEPENDENCE

Personnel involved in the investigation, review, recommendation, or decision of complaints and appeals shall act impartially and independently. Individuals directly involved in the original certification activities shall not participate in the decision-making process related to the same matter. Where necessary, matters may be escalated to independent review mechanisms to safeguard impartiality.

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8.0 DECISION AND COMMUNICATION

The outcome of the investigation shall be documented and formally communicated to the complainant or appellant.

Where necessary, corrective actions may be initiated to address:

- Process failures.
- Nonconformities.
- Certification inconsistencies.
- Risks to impartiality.

PRIME Certification Services makes reasonable efforts to conclude investigations and communicate final decisions within thirty (30) business days, unless additional time is required due to technical complexity or external dependencies.

9.0 ESCALATION PROCESS

If the complainant or appellant is not satisfied with the outcome, the matter may be formally escalated for additional independent review. Final decisions remain the responsibility of PRIME Certification Services.

10.0 CONFIDENTIALITY

All complaints, appeals, investigations, communications, and related records are treated as confidential.

Information shall only be disclosed when:

- Required by law.
- Required by accreditation or regulatory authorities.
- Authorized by the affected parties.

11.0 REGULATORY NOTIFICATIONS

Where complaints or appeals involve:

- Regulatory noncompliance.
- Misuse of certification.

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- Fraudulent activities.
- Risks affecting certified products.
- Violations of applicable certification requirements.

PRIME Certification Services may notify applicable regulatory authorities, accreditation bodies, scheme owners, or other competent authorities, as required.

12. RECORDS RETENTION

Records related to complaints and appeals are maintained under controlled conditions and retained in accordance with applicable retention requirements and certification scheme obligations.

13. AVAILABILITY OF INFORMATION

Information regarding the submission and handling of complaints and appeals is publicly available through the PRIME Certification Services website or upon request.

PRIME Certification Services

Appeals and Complaints Procedure

Public Institutional Document

Based on ISO/IEC 17065

FABIO ROSA

DIRECTOR



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