



RINA

How to submit complaints, observations and appeals

The Certification Division has always considered complaints as an incentive to improve the quality of the service provided.

This document describes how third and interested parties can file a **complaint** with RINA concerning the activities of its Certification Division, submit an **observation** concerning an organisation which has been certified by the RINA Certification Division or **appeal** against a RINA decision.

Complaints or observations concerning the work of the RINA Certification Division can either be sent to the nearest RINA Certification Division office or made orally to the same office¹.

Appeals are to be sent to the RINA Certification Division by registered letter with return receipt.

The complaint, observation or appeal must include all the data enabling the RINA activity for which a complaint is being filed to be identified, the data of the certified organisation and of the certified product/service for which an observation is being made and your data so that we can contact you and keep you informed of the action being taken as a result of your complaint and/or observation.

Generally, within two weeks of receipt of the complaint, observation or appeal, you will be sent a communication informing you of the action being taken against the organisation in question.

On receipt of the complaint, observation or appeal, RINA will investigate the matter and, at the end of the investigation, you will be sent a communication informing you of the outcome of the inquiry and the action taken by RINA.

¹ To find the nearest office and address, consult the "find us" page on our web site (<http://certification.rina.org>).