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1. SCOPE AND FIELD OF APPLICATION

This Regulation defines the procedure for filing complaints and appeals against L.S. Fire Testing Institute s.r.l., (hereinafter “LSFire”), as well as detailing how they will be handled by LSFire.

2. REFERENCES

UNI EN ISO/IEC 17000 :2020

Conformity assessment – vocabulary and general principles

UNI EN ISO/IEC 17065:2012

Conformity assessment – Requirements for bodies certifying products, processes and services

UNI EN ISO/IEC 17025:2018

General requirements for the competence of testing and calibration laboratories

3. DEFINITIONS

- “**Complaint**”: an expression of dissatisfaction, other than an appeal, made by an individual or an organization to a conformity assessment body or an accreditation body regarding the activities of that body, for which a response is expected.
- “**Appeal**”: a request, submitted by the person or organization that provides or constitutes the subject of conformity assessment to the conformity assessment body or the accreditation body, for that body to reconsider a decision it has made regarding that subject.

4. COMPLAINTS

Any interested party wishing to file a complaint with LSFire may do so by phone or by e-mail to labo@lsfire.it or, alternatively, through the website www.lsfire.it, filling out the relevant form in the “Report Now” section.

The essential elements to include in a written complaint are:

- Personal details of the person filing the complaint (name, last name, address, phone number, e-mail address);
- Description and reasons behind the complaint;
- Any documentation that may be useful for the assessment of the complaint.

Upon receipt of each report, it is LSFire’s duty to assess whether the report is relevant to the activities conducted and, if so, whether it can be classified as a complaint.

In light of the above, for complaints received via e-mail or through the website, LSFire shall confirm receipt of the report and its validity, where applicable, within five (5) working days of the receipt.

Once its validity has been verified, LSFire shall proceed with the formal handling of the complaint by planning an internal investigation activity of the possible causes, a correction and, where applicable, corrective

actions, formalizing each stage in a document for complaints handling (MD 433). LSFire is also responsible for the collection and verification of all necessary information, as far as possible, in order to handle the complaint and bring it to a conclusion.

Complaints shall be re-examined and, if applicable, approved by a person or persons not involved in the original activities subject to examination, in order to guarantee independence and impartiality of judgement.

The complaint is deemed to have been resolved once the Client's request has been dealt with and the response has been formalized in a clear and thorough manner to the person who filed the complaint.

LSFire undertakes to provide a response in writing within thirty (30) days of the receipt of the report, detailing the contents.

5. APPEALS

Any appeal must always be formalized in writing by the Client via certified e-mail to amministrazione@pec.lsfire.it (for Italian Clients) or by e-mail to labo@lsfire.it (for foreign Clients). Telephone reports are not accepted.

Appeals can be submitted to LSFire within 30 days of notification of the decision to which the appeal relates.

In the e-mail detailing the appeal, the claimant is required to provide the following information:

- Personal details (name, last name, address, phone number, e-mail address);
- Description and reasons behind the appeal;
- ID of the product subject to appeal;
- Decision to be reviewed and any supporting documentation (e-mail correspondence, certificate,...).

Any additional documentation will not be accepted following the formalization of the appeal, unless explicitly requested by LSFire during the reviewing.

In light of the above, LSFire shall confirm correct receipt of the appeal and, if applicable, its validity within five (5) working days of the receipt.

Once its validity has been verified, LSFire shall proceed with the formal handling of the appeal by planning an internal investigation activity of the possible causes, a correction and, where applicable, corrective actions, formalizing each stage in a document for appeals handling (MD 433). LSFire is also responsible for the collection and verification of all necessary information, as far as possible, in order to handle the appeal and bring it to a conclusion. The handling of the appeal may require a review of the processes of the service subject to appeal.

Appeals shall be re-examined and, if applicable, approved by a person or persons not involved in the original activities subject to examination, in order to guarantee independence and impartiality of judgement.

Any response, as well as the outcome and conclusion of the appeal, must always be sent to the Client by certified e-mail from amministrazione@pec.lsfire.it within thirty (30) days of the receipt of the report.

The appeal is deemed to have been resolved once the Client's request has been dealt with and the response has been formalized in a clear and thorough manner to the person who filed the appeal.

Any additional appeals regarding the same matter or regarding the outcome of a previous appeal will not be accepted.