

# Processing of request for information, complaint, appeal.

**UTAC CERAM**

Autodrome de Linas-Monlhéry ● BP 20212 ● 91311 MONTLHERY Cedex ● France  
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SAS au capital 7 800 000 € ● TVA FR 89 438 725 723 ● RCS EVRY : B 438 725 723 ● Code NAF : 7120 B

[www.utacceram.com](http://www.utacceram.com)

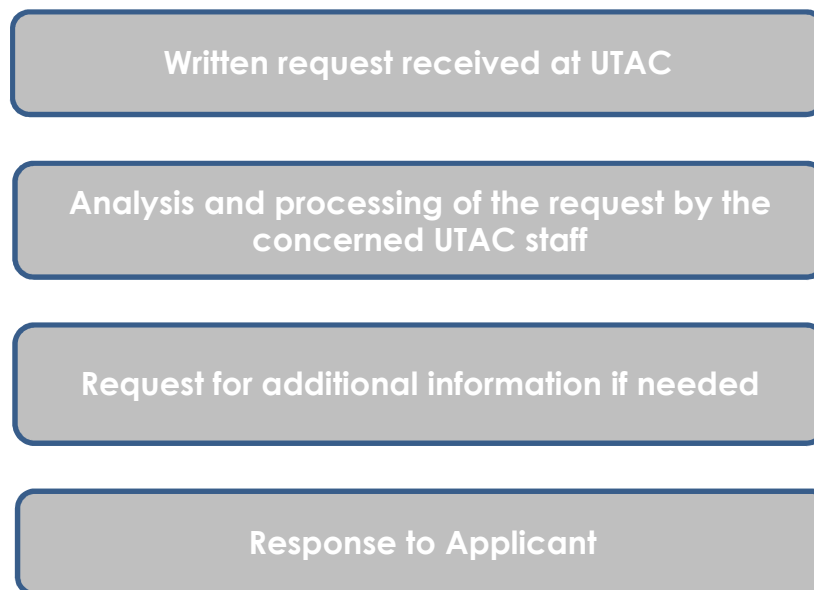


In the perimeter of the certification activity, UTAC gives at the disposal of its customers, interested parties some information available on the web site: [www.utacceram.com](http://www.utacceram.com)

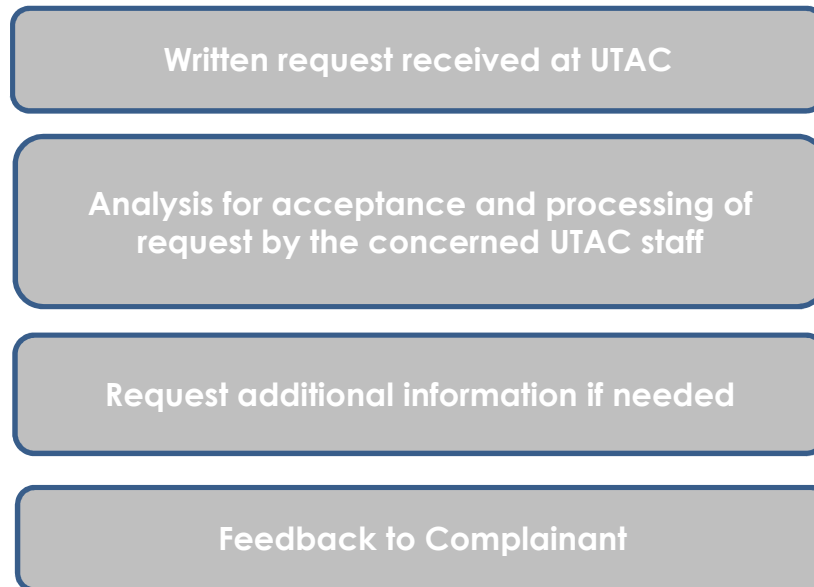
Any request about the certification activity (informations, complaints, appeals) has to be the subject of a written request addressed to the UTAC:

**UTAC**  
***Service Certification, Audits et Inspections (CAI)***  
***To the CAI service manager***  
Autodrome de Linas-Monthéry BP 20212  
91311 Monthéry cedex – France

How to get additional information about our certification activity:

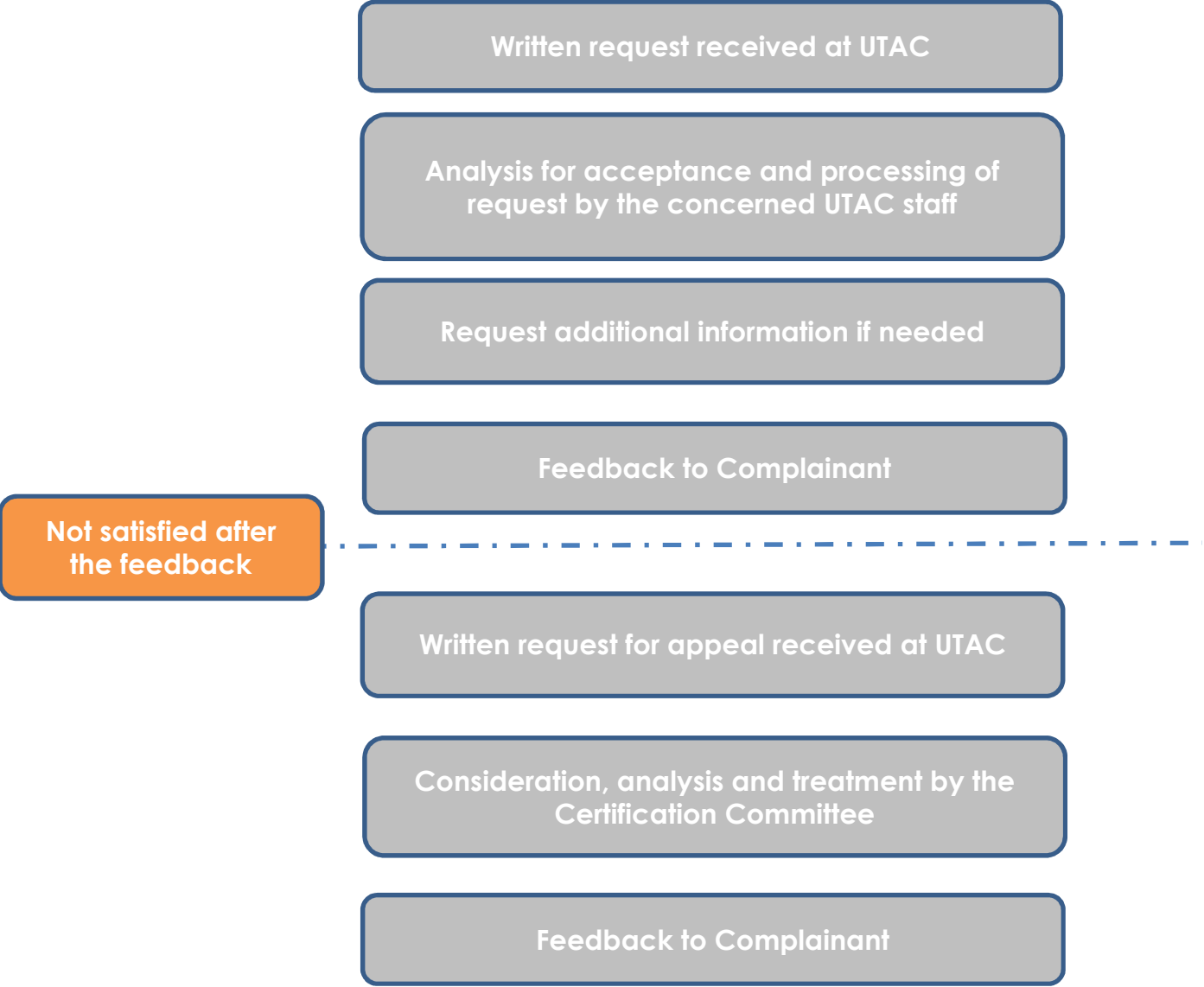


You are not satisfied about one of our services (for examples: business relationship, documentation communicated, audit setup, on site audit,...):



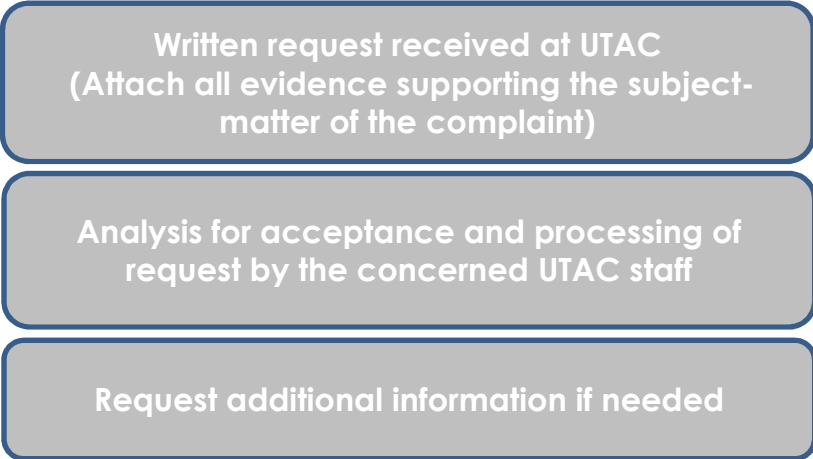
**Nota:** Claims about financial issues are not admissible when the terms of the contract are fulfilled.

You are a customer certified by UTAC and you would like to make an appeal about certification decision:



**Nota :** Appeal about certification decision has not suspensive effect on the certification in force.

You would like to submit a complaint about a client certified by UTAC:



Complaint receivable

Complaint not receivable

Feedback to the concerned client by UTAC

Feedback to Complainant by UTAC

Taking into account by the concerned client

Complaint closure

UTAC gives an information feedback to complainant about the complaint progress. (UTAC chooses the appropriate schedule)

At surveillance certification, UTAC verifies about the necessary corrective actions are done and the efficiencies are demonstrated.

**Nota :** The certification decision process takes into account the result of processing the complaint.