

Product Qualification Operations Bulletin

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Complaint & Appeals Process Document

1.1 About this bulletin

This Operations Bulletin aims to introduce the document Complaint & Appeals Process, ref. GP_PRO_069.

When an effective date is mentioned for a change, the change must be implemented as of that date. Changes for which no effective date is specified are effective immediately.

1.2 Summary

Article Summary:	Complaint & Appeals Process Document for certification, ref. GP_PRO_069, v1.1
Type:	Operation Requirement Update
Effective Date:	Applicable immediately
Applicability:	All Schemes

1.3 Responsibilities Regarding Complaints and Appeals

In order to clarify the responsibilities regarding the complaints and appeals, the section 2.1 of GP_PRO_069 document has been updated.

The Certification Body Quality Manager is now responsible for investigating and assessing complaints for the laboratory accreditation, the test tool qualification, the product functional certification or the product security certification complaints and appeals.

For more information, please contact: secretariat@globalplatform.org