



1. Opšte / General

Samo tekst koji je relevantan za podnosiocę žalbi/prigovora objavljuje se na internet stranici **qualityaustria**. Ovaj tekst je prikazan ispod zelenim fontom. *Only the text relevant to complainants/appellant is published on the **qualityaustria** homepage. This text is shown below in green font.*

Proces 'Žalbe i prigovori' primenjuje se na sve usluge **qualityaustria**, kao što su sertifikacije sistema i proizvoda, sertifikacija osoba, verifikacije, validacije, SURE, CoC audite i procene. *The "Appeals and Complaints" process applies to all **qualityaustria** services, such as system and product certifications, certification of persons, verifications, validations, SURE, CoC audits and assessments.*

Žalbe / Appeal

Žalbe mogu podneti samo odgovarajući klijenti u vezi sa uslugama koje pruža Quality Austria, uključujući odluke o sertifikaciji.

Appeals can only be filed by respective clients about the services provided by Quality Austria, including certification decisions.

Prigovori / Complaint

Prigovore mogu podneti i treće strane. Oni se mogu odnositi, na primer, na funkcionisanje menadžment sistema organizacije sertifikovane od strane Quality Austria ili na osobe sertifikovane od strane Quality Austria. Pored toga, prigovori se mogu odnositi i na veoma opšte oblasti rada Quality Austria.

Complaints can also be submitted by third parties. These may relate, for example, to the performance of the management system of an organization certified by Quality Austria or to persons certified by Quality Austria. Furthermore, complaints may also relate to very general areas of Quality Austria.

Reklamacije / Objection

Reklamacija klijenta na uslugu Quality Austria, koja se ne smatra žalbom.

A customer's objection regarding the services of Quality Austria that is not considered a complaint.

Poverljivost/ Confidentiality

Prigovori i žalbe podležu najstrožoj poverljivosti sa strane Quality Austria i nemaju nikakav diskriminirajući efekat prema podnosiocu prigovora ili žalbe. Podnosioci prigovora moraju ostati anonimni prema klijentu ako to podnosilac zahteva.

Complaints and appeals are subject to the strictest confidentiality on the part of Quality Austria and do not have any discriminatory effect on the complainant or appellant. Complainants must be kept anonymous to the customer if this is requested by the complainant.

Generalni direktori (CEO) i QM zajedno sa podnosiocem prigovora i klijentom, po potrebi uz uključivanje odgovornog izvršnog potpredsednika, procenjuju u kojoj meri pojedinačni sadržaji iz prigovora i njegova rešenja mogu biti javno dostupni.

The Chief Executive Officers (CEOs) and the QM evaluate, together with the complainant and the client, if necessary, with the involvement of the responsible Executive Vice President, the extent to which individual content from the complaint and its solution are made publicly accessible.

Posebnosti za qualityaustria partnere:

qualityaustria partneri imaju mogućnost da na svojoj lokalnoj internet stranici uspostave opciju za podnošenje prigovora, koja je povezana sa centralnim prigovornim portalom Quality Austria. Po prijemu obaveštenja na centralnom prigovornom portalu, koje se odnosi na Quality Austria partnera, partner automatski takođe dobija e-mail obaveštenje.



qualityaustria i odgovarajući partner se zatim usaglašavaju oko daljeg postupka (princip odgovornosti). Zajedničko čuvanje dokumentacije vrši se preko centralnog sistema za arhiviranje.

*qualityaustria partners have set up a possibility for submitting complaints on their local website, which is linked to Quality Austria's central complaints portal. Upon receiving a notification in the central complaints portal concerning a **qualityaustria** partner, the partner automatically receives an email notification as well. Quality Austria and the respective partner then coordinate the further course of action (polluter pays principle). Documentation is stored jointly in a central filing system.*

2. Postupanje po žalbama i prigovorima / Handling an Appeal or Complaint

2.1 Odgovornosti / Responsibilities

Postupanje po prigovorima i žalbama je u nadležnosti menadžera kvaliteta. Po potrebi, odgovorni prokurista/prokuristkinja može takođe sprovoditi postupanje po prigovorima i žalbama u uskoj saradnji sa menadžerom kvaliteta, pod uslovom da nije bio/bila uključen/a u proces sertifikacije i da je stoga nepristrasan/na.

The handling of complaints and appeals lies within the responsibility of the QM. Where necessary, the responsible Executive Vice President may also handle appeals and complaints in close cooperation with the QM, provided that s/he was not involved in the certification process and is therefore impartial.

Bilo kakvi dodatni zahtevi posebnih standarda ili modela (na primer, IATF 16949) moraju biti uzeti u obzir, a nadležni unutrašnji menadžeri uključeni.

Automobilska industrija: Postupanje po prigovorima od strane IATF OEM člana, njegovog nadležnog IATF Oversight ureda ili klijenta iz automobilske industrije sprovodi Sektor menadžment Automobilske industrije.

Any additional requirements of special standards or models (for example, IATF 16949) must be taken into account and the respective internal managers must be involved.

Automotive: The handling of complaints by an IATF OEM member, by its responsible IATF Oversight Office or by a client from the automotive industry is carried out by the Sector Management Automotive.

Odluku o tome ko generalno vodi komunikaciju sa podnosiocem prigovora donosi menadžer kvaliteta. Po potrebi, komunikaciju može obavljati i vrhovno rukovodstvo ili prokurista/prokuristkinja.

The QM decides who generally carries out the communication with the complainant. If necessary, communication may be carried out by the CEOs or by an Executive Vice President.

Konačna odgovornost za proces prigovora leži na vrhovnom rukovodstvu Quality Austria. Ono se informiše o statusu postupanja i uključuje u procese donošenja odluka.

The ultimate responsibility for the complaint process lies with the CEOs of Quality Austria. It is informed about the status of the process and involved in the decision-making process.

Nepristrasnost / Impartiality

Prilikom postupanja po žalbama i prigovorima osigurava se da su za to zadužene osobe nezavisne.

Ovo se odnosi i na audit proces i na proces donošenja odluka o sertifikaciji. Ukoliko je menadžer kvaliteta bio uključen u procese, nadležni prokurista preuzima zadatke u postupanju po žalbama i prigovorima. U automobilskoj industriji ovo se odnosi na ocenu



situacije, kao i identifikaciju mogućih slabosti u audit procesu i/ili kod auditora/auditorki.

When handling complaints and appeals, it is ensured that the persons commissioned for this purpose are impartial.

This refers to the audit process as well as the certification decision-making process. If the QM was involved in the processes, the responsible Executive Vice President takes over the tasks of handling appeals and complaints.

In the field of Automotive, this involves assessing the situation and identifying possible weaknesses in the audit process and/or the auditors.

Podnošenje, ispitivanje i donošenje odluke o prigovorima ne smeju dovesti do nepovoljnog položaja podnosioca prigovora.

The submission, investigation and decision on complaints shall not lead to a disadvantage for the complainant.

2.2 Potvrda o prijemu prigovora / žalbe/ Confirmation of Receipt of the Complaint / Appeal

Prijem žalbi i prigovora se odmah (u roku od 2 dana) potvrđuje podnosiocu. Po potrebi se sa podnosiocem prigovora dogovara kojim će se jezikom dalje komunicirati.

U slučaju prigovora/žalbi koje stignu preko **qualityaustria** partnera, potvrdu o prijemu daje partner.

The receipt of complaints / appeals will be confirmed to the complainant / appellant immediately (within two days). If necessary, the language to be used for subsequent communication must be clarified with the complainant / appellant.

*In the case of complaints / appeals received via **qualityaustria** partners, the partner will confirm receipt.*

2.3 Prethodna provera opravdanosti / Preliminary Clarification on Justification

Quality Austria proverava u kojoj meri se žalba ili prigovor odnosi na sopstvenu sertifikacionu delatnost.

Quality Austria checks to what extent the appeal / complaint refers to its own certification activities.

Ako se obrađena žalba ili prigovor oceni kao neosnovana, podnosilac žalbe/prigovora se pismeno obaveštava o obrazloženju odluke. Vrhovno rukovodstvo se o ovom postupku takođe obaveštava pismeno.

If the appeal / complaint dealt with is judged to be unjustified, the appellant / complainant will be informed in writing stating the reasons for the decision. Top management must be informed of this procedure in writing.

2.4 Postupanje po osnovanim prigovorima/žalbama / Handling of Justified Complaints / Appeals

2.4.1 Ispitivanje/ Investigation

Sprovodi se ispitivanje, pri čemu se prikupljaju i verifikuju sve neophodne informacije kako bi se prigovor mogao oceniti.

An investigation is carried out, whereby all necessary information is collected and verified to assess the complaint.

Ako se prigovor odnosi na sertifikovanog klijenta, ispitivanje prigovora mora uzeti u obzir efektivnost sertifikovanog sistema upravljanja

If the complaint concerns a certified client, the investigation of the complaint must take into account the effectiveness of the certified management system.

Prigovori u vezi sa sertifikovanim klijentom se od strane Quality Austria prosleđuju klijentu u roku od 14 dana.

Quality Austria will forward complaints about certified clients to the certified client within 14 days.



Ako Quality Austria smatra da je smisleno sprovesti kratkoročne provjere kod klijenta (u slučaju prigovora), potrebno je sprovesti odgovarajući audit u roku od 90 dana, a rezultati se moraju adekvatno dokumentovati. Menadžer kvaliteta treba da angažuje odgovarajućeg kvalifikovanog nezavisnog auditora (u automobilske industriji ovo se smatra Specijalnim auditom).

If Quality Austria considers it appropriate to carry out short-term inspections at the client's premises (in the event of a complaint), a corresponding audit must be carried out within 90 days and the results must be documented accordingly. The QM must commission a suitably qualified and independent auditor. (In the field of Automotive, this is a Special Audit).

Auditori, proveravači, verifikatori, validatori ili treneri koji su pogođeni prigovorom/žalbom se obaveštavaju.

Auditors, examiners, verifiers, validators or trainers affected by the complaint/appeal will be informed.

Po potrebi se sprovodi detaljna analiza uzroka, a ukoliko je potrebno, interne korektivne i preventivne mere se definišu i sprovode u skladu sa internim CIP-procesom Quality Austria.

If necessary, a detailed root cause analysis is carried out and, if needed, internal corrective and preventive actions are defined and implemented in accordance with the internal CIP process of Quality Austria.

2.4.2 Odluka / Definisanje mera/ Decision/Definition of Actions

Odluku o tome koje mere je potrebno preduzeti donosi vrhovno rukovodstvo Quality Austria i ista se formalno saopštava podnosiocu prigovora. *The decision as to which actions must be taken is made by the CEOs of Quality Austria and is formally communicated to the complainant.*

2.5 Dokumentacija / Documentation

Menadžer kvaliteta vodi potrebnu dokumentaciju o obrađenim žalbama/prigovorima, koja se čuva u dosijeu klijenta, a dodatno se arhivira u posebnom folderu „Žalbe / Prigovori“ u Quality Austria. Ova dokumentacija se takođe koristi za proveru da li je bilo sličnih slučajeva u prošlosti i osigurava da se ti slučajevi uzimaju u obzir. Napomena za automobilske sektor: Menadžment za automobilske sektor vodi posebnu listu (KPI matrica) koja sadrži povratne informacije od klijenata, zainteresovanih partnera i IATF OEM-ova.

The Quality Manager (QM) keeps the necessary documentation on the appeals / complaints handled, which is kept in the customer file and is additionally stored in a separate folder "Appeals / Complaints" at Quality Austria. This is also used to check whether there have been similar cases in the past, and it ensures that these cases are taken into account. Note for Automotive: The Sector Management Automotive keeps a separate list (KPI matrix) containing Feedback from clients, stakeholders and IATF OEMs.

2.6 Specifični rokovi za proizvode i sektore/ Special Product and Sector-specific Time Requirements

Prilikom obrade žalbi i prigovora mora se osigurati da se poštuju vremenski rokovi specifični za proizvod i sektor, npr.:

When processing appeals / complaints, it must be ensured that the product- and sector-specific time requirements are met, e.g.:



- **IATF** pravila: Upravljanje neusaglašenostima, odeljak 5.11, i proces ukidanja sertifikata, odeljak 8
IATF Rules: Nonconformity management, section 5.11 and Decertification process, section 8).
- **IFS**: Za prigovore koji stignu preko IFS kancelarije, potrebno je dati izjavu o uzroku problema, kao i o merama koje treba preduzeti za njegovo otklanjanje.
- **IFS**: For **complaints** received by the **IFS** offices, a statement on the cause and the measures identified to rectify the problem, will be provided
 - o Za administrativne greške u roku od jedne nedelje / for administrative errors within 1 week
 - o Za kvalitativne greške u roku od 2 nedelje" / for qualitative errors within 2 weeks
- **IFS**: Za prigovore koji stignu od kompanija ili drugih relevantnih strana, inicijalni odgovor treba dati u roku od 10 radnih dana.
IFS: For complaints received from the companies or other relevant parties, an initial response shall be given within 10 working days,
- **IFS**: O žalbama se mora doneti konačna odluka u roku od 20 radnih dana.
IFS: Appeals shall be finalized within 20 working days
- **EN 9104-001:2013**, 6.7 j / **EN 9104-001:2013**, 6.7 j:
 - o Na sve zahteve za korektivne mere odgovara se u roku od 30 kalendarskih dana od prijema prigovora.
All requests for corrective action are responded to within 30 calendar days from receipt of complaint;
 - o Ako sertifikaciono telo utvrdi da je potrebno sprovesti audit sa kratkim rokom, taj audit mora biti sproveden u roku od 90 kalendarskih dana od prijema prigovora; i;
If the certification body determines that a short notice audit is necessary, this audit shall be completed within 90 calendar days from receipt of the complaint; and
 - o Prigovori koje sertifikaciono telo ne može da reši, treba da se proslede akreditacionom telu.
Complaints that cannot be resolved by the certification body shall be referred to the accreditation body.