



COMPLAINTS AND APPEALS POLICY AND PROCEDURES

Complaints and appeals against AmSpec may be submitted by the complainant by letter, email, website form, or any equivalent document.

AmSpec must acknowledge receipt of the complaint upon formal receipt.

AmSpec receives all complaints and appeals through the following channels and acknowledges receipt of the complaint when formally received:

- By phone at [+55 \(21\) 3883-4026](tel:+552138834026)
- By email at amspecgroup.com

AmSpec defines and informs interested parties of a code, document number, or protocol number to track all stages (receipt, processing, and completion) of all complaints received.

Complaints regarding verification against AmSpec are complaints about the organization's verification service, resulting in non-compliance with its quality management system.

Verification appeals against AmSpec are appeals against a decision by AmSpec regarding the verification service provided.

Upon receipt of a complaint or appeal, AmSpec confirms whether the complaint or appeal concerns its activities as an audit body. When within AMSPEC's decision-making authority, decisions and actions taken regarding complaints and appeals must be formally communicated to the complainant by the General Quality Manager, or their designee, within a maximum period of one (1) month from the date of receipt.

The General Quality Manager, or person designated by him, acknowledges receipt of the complaint or appeal and formally notifies all those involved. All documents received and generated containing resolutions and/or corrective actions appropriate for handling complaints and appeals are treated by GGM as confidential information, with access restricted only to authorized persons who are signatories of FOR-307 - Confidentiality and Secrecy Commitment Term.

The General Quality Manager, or person designated by him, is responsible for coordinating the necessary measures to clarify and resolve complaints and appeals submitted. Being responsible for collecting and verifying all necessary information (as much as possible) to forward the complaint or appeal to a decision.

For all complaints received by AmSpec, the following criteria are initially established:

- Assess and effectively address complaints received;
- Comply with applicable laws;
- Critically analyze the results, as well as take appropriate action, based on the complaints received;
- Formally assign a duly trained person or team to the responsibilities for handling complaints;
- Ensure the person or team has complete freedom to perform actions related to handling complaints;



- Commit to responding to the complainant regarding the receipt, processing and conclusion of the complaint, in accordance with the deadlines established in this manual.

The General Quality Manager, or a person designated by him, will present the complaint or appeal to the Executive Director for judgment and a decision on the solution to the problem, to safeguard the impartiality of this treatment.

AmSpec ensures that personnel with a potential conflict of interest are not involved in the complaint or appeal handling process. To ensure there is no conflict of interest, AmSpec personnel (including those who have served in a management role) involved in the review, approval, or resolution of a complaint and/or appeal must not have had any relationship with the complainant or appellant for a minimum period of 01 (one) year after the end of this.

The decision to resolve the complaint or appeal is made, reviewed by the General Quality Manager, and approved by the AmSpec Executive Director.

AmSpec, after consolidating the treatment and applicable measures, directly or through another applicable body (internal or external), takes subsequent actions appropriate to the nature of the complaints and appeals. In complaints and appeals, the interested party may appeal to any forum.

Nonconformities recorded by AmSpec's verification team and contested by the client will be treated as complaints, with their analysis being the responsibility of the General Quality Management. Whenever possible, AmSpec formally notifies the complainant of the outcome of the complaint. And, in the case of an appeal, AmSpec formally notifies the appellant of the result. To record the Treatment of Complaints and Appeals, AmSpec, as a Verification Body, uses the ECLAB 110 form – Non-Conformity and Opportunity for Improvement Report - to identify, record, and monitor the actions taken. Non-conformities, their corrective actions, and their effectiveness will be discussed at the QMS (Quality Management System) Critical Analysis meeting.