



# Complaints and Appeals Procedure

投诉及申诉程序

Version 6

版本 6

**Issue Status Sheet**  
发行状态表单

The issue status is indicated by the version number in the footer of this document. It identifies the issue status of this Procedure. When any part of this Procedure is amended, a record is made in the Amendment Log shown below. The Procedure can be fully revised and re-issued at the discretion of the Governance Team. Please note that this Procedure is not valid if printed or downloaded and is classed as “uncontrolled”.

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Version No. 版本号	Amendment 修改内容	Date 日期	Approved By (Document Owner) 由（文件拥有人）批准
1	Creation – Draft 创造-草稿	05/04/2024 2024/04/05	EM/PC
2	Update timelines for response 更新响应时间表	17/04/2024 2024/04/17	EM/PC
3	Updated to add align terminology 更新以添加一致的术语	02/05/2024 2024/05/02	EM/JR
4	Corrections to Footer Version number and text on The Issue Status paragraph 对页脚版本号和“发行状态”段落文本的更正	16/08/2024 2024/08/16	EM/PC
5	Procedure rewritten to align with Group protocol for Complaints and Feedback, Doc ID Ref changed, clearer guidance on investigation of Complaints and handling of Appeals 重写程序以符合投诉和反馈小组协议，更改文档编号，更清晰地指导投诉调查和处理申诉	27/03/2024 2024/03/27	PC/NH
6	Procedure updated following changes to roles and responsibilities. Procedure updated to focus on complaints and appeals, rather than any/all feedback. Procedure updated to align with template procedure structure recently released. PAS 2030 and MCS customer complaints included. <b>Internal</b> 根据角色和职责的变更，对该程序进行了更新。 该程序已更新，重点放在投诉和申诉上，而非任何类型的反馈。 该程序已更新，以符合最近发布的模板程序结构。 包括 PAS 2030 和 MCS 客户投诉的内容。	17/12/2025 2025/12/17	AD/SR

## 内容

1. 介绍
  - 1.1. 目的
  - 1.2. 范围
  - 1.3. 适用性
  - 1.4. 风险
2. 定义
3. 角色和职责
4. PAS 2030与MCS客户投诉
5. 一般反馈管理
6. 一般投诉管理
7. 一般申诉管理
8. 变更管理
  - 8.1. 程序评审和批准
  - 8.2. 文件控制
  - 8.3. 实现
9. 参考文献
10. 附件A – PAS 2030和MCS客户投诉流程

Internal

## 1. Introduction 介绍

### 1.1 Purpose 目的

- 1.1.1. To systemise the identification, recording and processing of complaints, appeals and feedback.  
对投诉、申诉和反馈进行系统化的识别、处理和分析。
- 1.1.2. To facilitate the regular review of complaint and feedback analysis to promote continual improvement.  
协助定期评定投诉及分析反馈意见以促进持续改进。

### 1.2 Scope 范围

- 1.2.1. This procedure applies to complaints, appeals and feedback received from clients and interested parties.  
本程序适用于从客户和利益相关方收到的投诉、申诉和反馈。

### 1.3 Applicability 适用性

- 1.3.1. It is applicable to all elements of the Amtivo Management System and all members of staff.  
它适用于 Amtivo 管理体系的所有要素和所有工作人员。

### 1.4 Risk 风险

- 1.4.1. Any risk identified when following this procedure shall be recorded in the Risk Register.  
在执行此程序的过程中所发现的任何风险都应记录在风险登记册中。

## 2 Definitions 定义

See below for general definitions relating to this procedure.  
有关此程序的一般定义如下所示。

- **Appeal:** A disagreement that affects the outcome or decision of the certification, activities or certification scheme.  
申诉：影响认证、活动或认证体系的结果或决定的分歧。
- **Complaint:** Any dissatisfaction with a product, service, process or work activity covered within the scope of the organisation's Management System that is reported by a client or Interested Party.  
投诉：客户或利益相关方对组织管理体系范围内的产品、服务、过程或工作活动的任何不满。
- **Corrective Action:** Action taken to eliminate the cause of a complaint or nonconformance or implement a change or improvement.  
纠正措施：为消除投诉或不符合的原因或实施变更或改进而采取的措施。
- **Feedback:** Evaluative information about a product, service, action, or process to the original source, which does not affect the outcome or decision of the certification activities or the certification scheme.  
反馈：向原始来源提供有关产品、服务、行动或过程的评价信息，这些信息不影响认证活动或认证体系的结果或决定。
- **Nonconformance:** Any product, service, action or event that does not conform to a process or procedure detailed in Amtivo's Management System but is not reported by a client.  
任何不符合 Amtivo 管理体系的详细流程或程序的产品、服务、行动或事件，且未被客户报告的情况。

## 3 Roles and Responsibilities 角色和职责

### Internal

- 3.1 Responsibility for all decisions at all levels of the complaints handling process shall lie with Amtivo Group Limited. 投诉处理过程中各级决策的责任应由 Amtivo Group Limited 承担。
- 3.2 It is the responsibility of the Chief Governance Officer to ensure that this procedure is implemented, and any resources required are made available. 首席治理官有责任确保该程序得到实施，并提供所需的任何资源。
- 3.3 It is the responsibility of the Group Governance and Integrations Manager to monitor the effectiveness of this procedure and report the results at management reviews. 集团治理与整合经理的职责是监督本程序的有效性，并在管理评审时报告结果。
- 3.4 It is the responsibility of the of the Group Governance Executive to ensure the Amtivo Complaints Tracker is maintained and reviewed. 集团治理执行官有责任确保 Amtivo 投诉追踪器得到维护和评审。
- 3.5 It is the responsibility of the Group Governance and Integrations Manager to review and classify the complaint, appeal or feedback in order to appropriately allocate for handling. 集团治理与整合经理有责任对投诉、申诉或反馈进行评审并进行分类，以便合理分配资源进行处理。
- 3.6 It is the responsibility of the Group Governance Executive to allocate complaints, appeals and feedback to the appropriate person(s) for investigation. 作为集团治理执行，其职责是将投诉、申诉和反馈信息分配给合适的人员进行调查。
- 3.7 It is the responsibility of the individual(s) allocated a given complaint, appeal, or feedback, to adequately investigate and close investigations. 对于被分配处理某一投诉、申诉或反馈事宜的个人而言，其职责在于全面展开调查并完成相关事项的处理工作。
- 3.8 It is the responsibility of the allocated Person(s) and other involved parties to effectively communicate with internal stakeholders in respect to any updates/changes/actions required in order to address feedback, complaints and appeals. 已指定的负责人及其他相关方有责任与内部利益相关者进行有效沟通，就为解决反馈、投诉和申诉而需要进行的任何更新、变更或行动等情况进行说明。
- 3.9 It is the responsibility of the PAS 2030 and MCS Complaints Case Manager to handle any complaints relating to inspectors within these schemes. See section 4 and Annex A of this procedure. PAS 2030 和 MCS 投诉案件管理人员有责任处理与上述体系中的检查员相关的任何投诉事宜。请参阅本程序的第 4 节和附件 A。

## 4. PAS 2030 and MCS Customer Complaints PAS 2030 和 MCS 客户投诉

- 4.1. Any complaints in this field shall be sent directly to the PAS 2030 and MCS Complaints Case Manager through the inbox (pascomplaints@british-assessment.co.uk) or via telephone (01919 331118). 在该领域出现的任何投诉，应直接通过收件箱 (pascomplaints@british-assessment.co.uk) 或电话 (01919 331118) 发送至 PAS 2030 和 MCS 投诉案件管理人员处。
- 4.2. Amtivo follow the Trustmark Code of Conduct. Any abusive behaviour received by stakeholders, will result in no further action to assist on the complaint and the case being closed. Amtivo 遵循信托标志行为准则。如果收到任何对利益相关者的不当行为投诉，将不会采取进一步行动来处理该投诉，相关案件也将被关闭。
- 4.3. Complaints will be handled in a timely and transparent manner. 投诉将会得到及时且透明的处理。
- 4.4. These complaints shall be handled through the PAS 2030 and MCS process, which gathers the required information, is recorded internally and resolved with the client – see Annex A for further information. 这些投诉将通过 PAS 2030 和 MCS 流程进行处理，该流程会收集所需信息、在内部进行记录，并与客户协商解决—详情请参见附件 A。
- 4.5. The responsibility of any required remediations work is for the inspectors to propose and rectify. Amtivo is not legally responsible for paying compensation, or funding third parties to carry out work. 任何必要的修复工作所涉及的责任均由检查人员提出并负责执行。Amtivo 不承担支付赔偿金或资助第三方进行相关工作的法律责任。
- 4.6. Amtivo's role as a Certification Body is to impartially determine the appropriateness of any complaint and resolution. Amtivo 作为认证机构的职责在于公正地评估任何投诉及其解决方案的合理性。
- 4.7. Amtivo will facilitate complaints, ensuring cooperation with inspections and clearly communicating to reach an appropriate resolution. Amtivo 将为投诉提供便利，确保与检查部门保持合作，并清晰地传达信息以达成妥善的解决办法。
- 4.8. In an instance where the complaint is not able to be resolved, the customer shall then be signposted to the Dispute Resolution Ombudsman (DRO) whose decision is final. At this point Amtivo will have no contact with the complainant or the installer due to a potential conflict of interest. 如果投诉无法得到解决，客户将被引导至争议解决专员 (DRO) 处，其裁决为最终裁决。此时，由于可能存在利益冲突，Amtivo 将不再与投诉者或安装人员进行任何沟通。

## 5 General Feedback Management 一般反馈管理

- 5.1. Clients, interested parties, or other members of the public may submit feedback through the website either via the form on the Feedback and Appeal page, or via the email link on the Contact page of the Amtivo/British Assessment Bureau website. This is automatically sent to the Governance Team email address [governanceteam@amtivo.com](mailto:governanceteam@amtivo.com) 客户、利益相关方或其他公众可以通过

过网站，或通过反馈和申诉页面上的表格，或通过 Amtivo/British Assessment Bureau 网站“联系”页面上的电子邮件链接提交反馈，这些电子邮件会自动发送到管治团队的电子邮件地址 [governanceteam@amtivo.com](mailto:governanceteam@amtivo.com)。

- 5.2. The Group Governance Executive shall monitor the Governance Team inbox and forward any feedback emails to the Group Governance and Integrations Manager. 集团治理执行官需监督治理团队的收件箱，并将所有反馈邮件转交给集团治理与整合经理。
- 5.3. The Group Governance and Integrations Manager shall assess the status of the feedback and determine which of the following applies:
- The feedback should be classified as a complaint and handled through the Complaint Management process within section 6 of this procedure
  - The feedback is positive and should be distributed to the relevant personnel for awareness
  - The feedback is negative, however, not to the extent of a complaint, and should be distributed to the relevant personnel to resolve

集团治理与整合经理需评估反馈信息的状况，并确定以下哪种情况适用：

- 该反馈应被归类为投诉，并按照本程序第 6 节中的投诉管理流程进行处理
- 该反馈是积极的，应分发给相关人员以引起其注意
- 该反馈是负面的，但尚未达到投诉的程度，应分发给相关人员以解决相关问题

5.4. The Group Governance Executive shall carry out the necessary communications identified within section 5.3, including acknowledgment to the client of their email as appropriate. 集团治理执行人员应按照第 5.3 节中所确定的事项开展必要的沟通工作，包括在适当情况下向客户确认其电子邮件内容。

5.5. There is no requirement for feedback to be recorded on a tracker and should be handled as business as usual. If the feedback is considered a complaint, it shall be managed and recorded in line with section 6 of this procedure. 无需将反馈信息记录在跟踪表中，应按常规业务流程处理即可。如果该反馈被视为投诉，则应按照本程序第 6 节的规定进行管理和记录。

NOTE 1: Feedback obtained through Feefo is managed via the Marketing and Client Services team. Any feedback gathered in this format that requires escalation into a formal complaint should be sent to the Governance Team inbox and managed in line with section 6 of this procedure.

NOTE 2: Negative feedback, as appropriate, may be recorded on the client page on Amtivo Connect to mitigate repeat dissatisfaction.

注 1: 通过 Feefo 收集的反馈由营销及客户服务团队进行管理。以这种方式收集的任何需要升级为正式投诉的反馈，应发送至治理团队收件箱，并按照本程序第 6 节进行处理。

注 2: 如有必要，负面反馈可在 Amtivo Connect 的客户页面上进行记录，以减少重复的不满情绪。

## 6. General Complaint Management 一般投诉管理

6.1. Clients, interested parties, or other members of the public may submit a complaint through the website either via the form on the Feedback and Appeal page, or via the email link on the Contact page of the Amtivo/British Assessment Bureau website. This is automatically sent to the Governance Team email address ([governanceteam@amtivo.com](mailto:governanceteam@amtivo.com)). 客户、相关方或其他公众人士可通过该网站提交投诉，方式包括在“反馈与申诉”页面上的表格中填写，或者通过“Amtivo/英国评估局”网站“联系”页面上的电子邮件链接进行提交。该投诉会自动发送至治理团队的电子邮箱（[governanceteam@amtivo.com](mailto:governanceteam@amtivo.com)）。

6.2. Emails received directly by a member of staff, pertaining to a complaint will also be forwarded to this email address. 直接由员工收到的、与投诉相关的电子邮件也将被转发至此电子邮箱地址。

6.3. The Group Governance Executive shall contact the complainant if there is not sufficient information provided to continue to the next stage of the process. 如果所提供的信息不足以继续推进流程的下一阶段，集团治理执行人员应与投诉人取得联系。

6.4. The Group Governance and Integrations Manager shall assess the status of the complaint and determine which of the following applies:

- The complaint should be classified as feedback and handled through the Feedback Management process within section 6 of this procedure
- The complaint should be classified as an appeal and handled through the Appeals Management process within section 7 of this procedure
- The complaint should continue as a formal complaint within the Complaint Management process

集团治理与整合经理需评估投诉的状况，并确定以下哪种情况适用：

- 该投诉应被归类为反馈，并通过本程序第 6 节中的反馈管理流程进行处理
- 该投诉应被归类为申诉，并通过本程序第 7 节中的申诉管理流程进行处理
- 该投诉应继续作为正式投诉在投诉管理流程中进行处理

6.5. The Group Governance Executive shall ensure the complainant receives a formal acknowledgement of the complaint within three working days. An outline of the complaint procedure will be provided to the complainant. 集团治理执行人员应确保在三个工作日内向投诉人正式发出投诉确认函。还将向投诉人提供投诉流程的概要说明。

6.6. The Group Governance Executive will complete the initial stages of the Complaints Form on the SharePoint site. 集团治理执行人员将在 SharePoint 网站上完成投诉表的初始填写工作。

6.7. The Group Governance Executive will share the link to the Complaints Form on SharePoint with the appropriate person(s) for investigation. The appropriate person(s) to complete a given investigation will be determined based on the subject matter of the complaint, and ensuring the criteria in section 6.8 of this procedure is met. 集团治理执行人员将在 SharePoint 上将投诉表格的链接分享给负责调查的相关人员。完成特定调查工作的相关人员将根据投诉的内容来确定，同时要确保符合本程序第 6.8 节中的规定要求。

6.8. The Group Governance Executive and designated complaint investigator(s) shall ensure the investigation remains impartial and individuals tasked with participating shall:

- Be free from any conflict of interest with the complainant
- Be impartial and review all evidence provided
- Meet Amtivo (Ireland and UK) competence criteria as decision-maker for any related standard(s) when the complaint is technical

集团治理执行官及指定的投诉调查员应确保调查保持公正，负责参与的人员应：

- 与投诉人不存在任何利益冲突
- 保持公正，评定所提供的全部证据
- 当投诉涉及技术问题时，需符合 Amtivo（爱尔兰和英国）的资格标准，作为相关标准的决策者

6.9. The Group Governance Executive will monitor the Complaint Form in SharePoint and request updates as appropriate from the assigned person(s) handling the complaint. 集团治理执行人员将定期查看 SharePoint 上的投诉表单，并根据需要要求负责处理该投诉的人员提供最新信息。

6.10. The Group Governance Executive shall ensure the complainant is formally notified of the outcome of the investigation. Where the investigation, correction, and corrective action exceed the anticipated 21 working day timeline for completion, the complainant shall be provided progress updates regularly. 集团治理执行部门应确保将调查结果正式通知给投诉人。若调查、整改及纠正措施的完成时间超出预期的 21 个工作日期限，应定期向投诉人提供进展情况。

6.11. Containment actions, root cause analysis, and corrective action shall be documented in the Complaints Form on SharePoint. 遏制措施、根本原因分析及纠正措施应以文档形式记录在 SharePoint 上的“投诉表”中。

6.12. Where a complaint is received regarding a client holding certification with Amtivo in the UK or Ireland, the client shall be contacted for comment and, where necessary, corrective action. The investigation of the complaint shall include a consideration for the effectiveness of the client's management system and determine if a special visit is required to further facilitate the investigation. This decision and any subsequent actions shall be documented in the Complaints Form on SharePoint. 如果收到有关在英国或爱尔兰持有 Amtivo 认证的客户的投诉，应与该客户取得联系以获取其意见，并在必要时采取纠正措施。对投诉的调查应包括对客户管理体系有效性的考量，并确定是否需要特别访问以进一步协助调查。此决定及后续任何行动均应在 SharePoint 上的“投诉表”中予以记录。

6.13. Where applicable, top management shall determine if the subject of the complaint and the resolution should be made public. 在可行的情况下，高层管理人员应决定投诉的内容及解决方案是否应向公众公布。

6.14. The Complaints Form on SharePoint shall be updated with the following information:

- Details of complainant information (company name, address, certificate number and standard certified as applicable, date and reason for complaint)
- Description of the complaint
- Details of the investigation
- Determined root cause analysis, corrective action, containment action and any financial implications
- Detail on escalations and further investigations as applicable

在 SharePoint 上的投诉表格应更新以下信息：

- 投诉人的详细信息（公司名称、地址、证书编号（如适用）、认证标准以及投诉日期和原因）
- 投诉描述
- 调查详情
- 确定的根本原因分析、纠正措施、遏制措施以及任何财务影响
- 适用的升级及进一步调查详情

6.15. If the complainant challenges the outcome of the complaint, the unresolved complaint shall be shared with Amtivo's Impartiality Committee Board (ICB) for final review and conclusion. The Group Governance Executive and Amtivo ICB representative shall share all information relating to the complaint with the Board. The complaint will typically be reviewed at the next ICB meeting, or another suitable interval. The outcome shall be recorded in the Complaints Form on SharePoint and fed back via email to the complainant. 如果投诉人对投诉结果提出异议，未解决的投诉将提交给阿姆蒂沃的公正性委员会董事会（ICB）进行最终评定和定论。集团治理执行官和 Amtivo ICB 代表需将与该投诉相关的所有信息与董事会共享。投诉通常会在下一次 ICB 会议或另一合适的时间间隔内进行评定。评定结果将记录在 SharePoint 上的投诉表格中，并通过电子邮件反馈给投诉人。

## 7. General Appeals Management 一般申诉管理

- 7.1. Clients may submit an appeal through the website either via the form on the Feedback and Appeal page, or via the email link on the Contact page of the Company Website. This is automatically sent to the Governance Team email address (governanceteam@amtivo.com). Any member of staff receiving an appeal should advise the Assurance Team immediately via their email address. 客户可以通过网站提交申诉，方式包括在“反馈与申诉”页面上的表格中提交，或者通过公司网站“联系”页面上的电子邮件链接提交。申诉将自动发送至治理团队的电子邮箱 (governanceteam@amtivo.com)。收到申诉的任何员工都应立即通过其电子邮箱将情况告知保证团队。
- 7.2. Submission, investigation and decision on appeals shall not result in any discriminatory actions against the client. 提交申诉、进行调查以及做出裁决的过程均不得对客户采取任何歧视性措施。
- 7.3. Appeals will be accepted up to 30 days following certificate withdrawal or closing meeting. 在证书撤销或闭会后的 30 天内，均可接受申诉。
- 7.4. The Group Governance Executive is responsible for logging the appeal in the Appeals Form in SharePoint. 集团治理执行官负责将申诉信息录入 SharePoint 上的“申诉表”中。
- 7.5. The Group Governance Executive is responsible for formally acknowledging receipt of the appeal within three working days and advising the client of the appeals process. The client is to be invited to provide further information, all of which the Compliance Assurance Executive is to ensure is logged in the Appeals Form on SharePoint. 集团治理执行官需在三个工作日内正式确认收到申诉，并告知客户申诉流程。应邀请客户提供更多信息，所有这些信息都需由合规保障执行官确保记录在 SharePoint 上的申诉表格中。
- 7.6. The Compliance Assurance Executive shall advise the relevant Scheme Manager of the appeal, and both shall determine:
- The team member(s) who conducted the audit
  - That the audit report has been completed in Amtivo Connect
- 合规保障主管应将此次申诉告知相关体系经理，双方将共同确定以下事项：
- 进行审核的团队成员（如有）
  - 审核报告是否已在 Amtivo Connect 中完成编制
- 7.7. The Compliance Assurance Executive and the Scheme Manager will appoint a committee of up to three members to review the appeal. These members must:
- Be a Lead auditor for the related standard(s) or senior personnel with demonstrable technical knowledge
  - Be free of any conflict of interest with the client
  - Be impartial
  - Review all evidence provided
  - Have had no direct involvement in the audit or certification decision
- 合规保障主管和体系经理将任命一个由最多三名成员组成的委员会来评定该申诉。这些成员必须：
- 是相关标准的主任审核员或具备显著技术知识的高级人员
  - 与客户不存在任何利益冲突
  - 公正无私
  - 评审所提供的所有证据
  - 未曾直接参与审核或认证决策过程
- 7.8. The Appeals Committee will review the appeal over five working days. If they are unable to complete the appeal in this time, they must inform the Group Governance Executive and Scheme Manager. The Group Governance Executive will update the client who has logged the appeal. 申诉委员会将在五个工作日内对申诉进行评审。如果在此期限内无法完成申诉处理，他们必须通知集团治理执行官和体系经理。集团治理执行官将向已提交申诉的客户更新相关信息。
- 7.9. The committee will complete and share the Appeal Investigation Report to the Scheme Manager and Group Governance Executive on completion of their investigation. 在完成调查后，委员会将编制并提交申诉调查报告给方案经理和集团治理执行官。
- 7.10. The decision(s) reached by the committee shall be reviewed by the Group Governance Executive and the Scheme Manager. The Group Governance Executive will inform the client of the result of the appeal in writing, enclosing a copy of the Investigation Report. The client shall be notified of next steps and available options to contact. 委员会做出的决定将由集团治理执行官和体系经理进行评审。集团治理执行官将以书面形式告知客户申诉的结果，并附上调查报告的副本。客户将收到下一步行动的说明以及可联系的方式。
- 7.11. If the appeal is upheld and the applicable nonconformity or certification decision revoked, the Scheme Manager shall contact the auditor and/or decision maker to inform them of the Appeal Committee's findings. The Scheme Manager will also ensure that the necessary changes are entered on the client record on Amtivo Connect or, where applicable, industry scheme database. 如果申诉获得支持，且适用的不符合项或认证决定被撤销，体系经理应与审核员和/或决策者联系，向他们通报申诉委员会的调查结果。体系经理还将确保在 Amtivo Connect 上或（如适用）在行业方案数据库中对客户记录进行必要的修改。
- 7.12. When required, relevant interested parties are informed of the outcome of decisions. 在必要时，会将决策的结果告知相关方。
- 7.13. The Appeals Log on SharePoint shall be updated with the following information:
- The email records of all communications with the client, including formal notice of the decision.
  - The results of the investigation and decision.
  - Records of notifications to scheme owners and other interested parties, when required.
  - Any subsequent correction or corrective action taken by Amtivo in the UK or Ireland.
- 在 SharePoint 上的申诉日志应更新以下内容：
- 与客户的所有沟通的电子邮件记录，包括决定的正式通知。
  - 调查结果及决策。
  - 当有要求时，向体系所有者及其他相关方发出的通知记录。
  - Amtivo 在英国或爱尔兰采取的任何后续修正或纠正措施。
- 7.14. If the appellant challenges the outcome of the appeal, the unresolved appeal shall be shared with Amtivo's Impartiality Committee Board for final review and conclusion. The Group Governance Executive and Amtivo ICB representative shall share all information relating to the appeal with the Board. The appeal will typically be reviewed at the next ICB meeting, or another suitable interval. The outcome shall be recorded in the Appeals Form on SharePoint and fed back via email to the appellant. 如果申诉人对申诉结果提出异议，未解决的申诉将由 Amtivo 的公正性委员会董事会进行最终评定和裁定。集团治理执行官和 Amtivo ICB 代表需将与该申诉有关的所有信息告知该委员会。申诉通常会在下一次 ICB 会议或另一合适的时间间隔内进行评定。评定结果将记录在 SharePoint 上的“申诉表”中，并通过电子邮件反馈给申诉人。

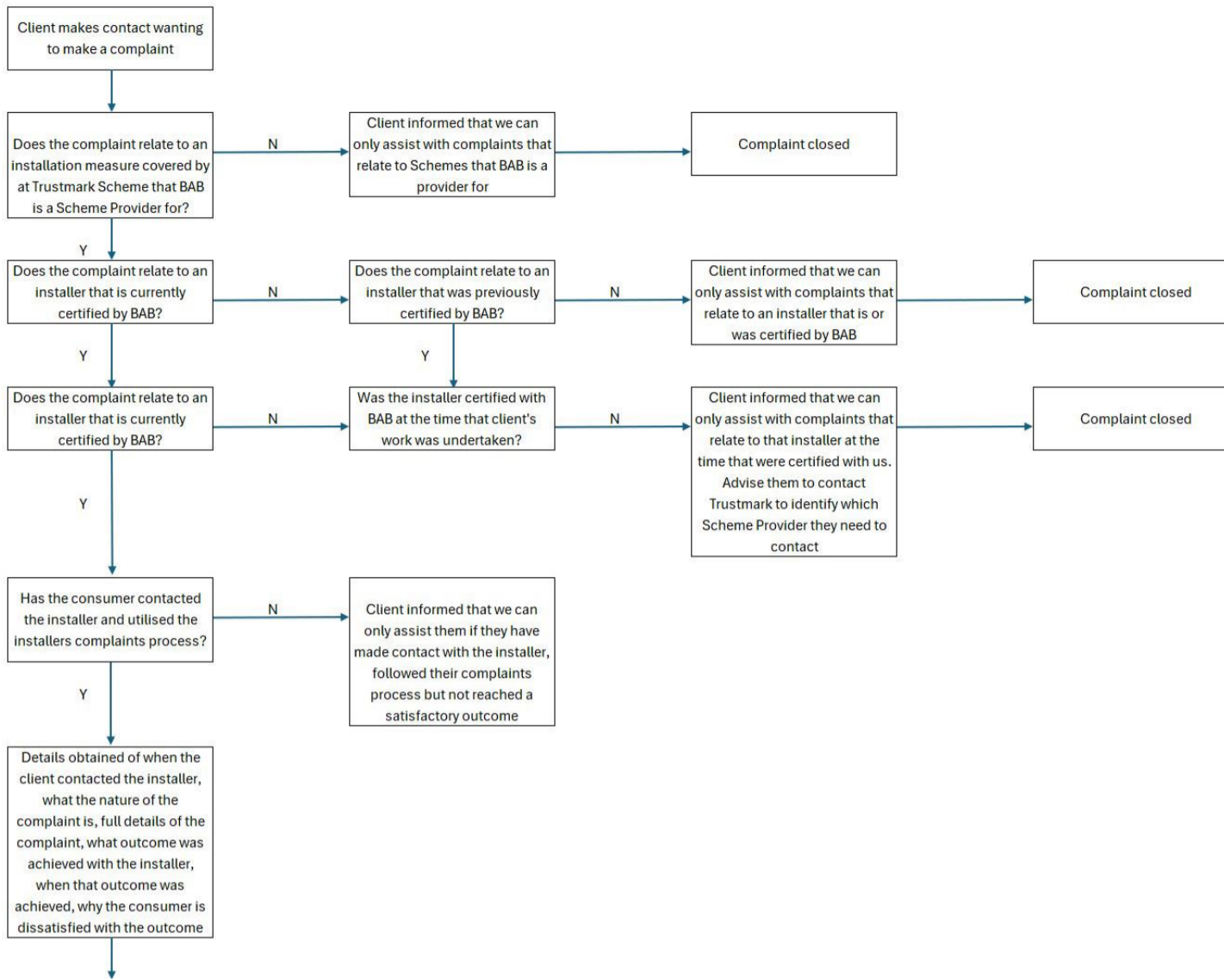
## 8. Change Management 变更管理

- 8.1. Procedure Review and Approval 程序评审与批准
- 8.1.1. This procedure shall be reviewed annually and updated as appropriate. This will typically be included within the Internal Audit programme. 此程序每年需进行评审，并根据需要进行更新。这通常会纳入内部审计计划之中。
- 8.2. Document Control 文件控制
- 8.2.1. This procedure shall be controlled in line with the document control procedure. 此程序应严格按照文件控制程序进行管理。
- 8.3. Implementation 实施
- 8.3.1. This procedure shall be communicated to all relevant stakeholders in order to be effectively implemented. 此程序须向所有相关方传达，以便得以有效执行。

## 9. References 参考

- 9.1. Risk Register 风险登记册
- 9.2. Document Control Procedure 文件控制程序
- 9.3. Appeals Investigation Report 申诉调查报告

10 Annex A – PAS 2030 and MCS Customer Complaints Process 附件 A - PAS 2030 及 MCS 客户投诉处理流程



Internal

