

尊敬的客户：

Dear customer:

欢迎您进入中家院（北京）检测认证有限公司认证中心（英文简称 CHCT）申诉、投诉与争议界面。如您对我中心的认证工作提出申诉、投诉与争议，请注意以下事项：

Welcome to the appeal, complaint and dispute interface of the certification center of CHEARI(Beijing)Certification & Testing Co., Ltd. (CHCT). If you have any appeals, complaints and disputes about the certification work of the certification center, please pay attention to the following:

1、本程序适用于正在向 CHCT 申请认证、已获得 CHCT 认证的组织及其他相关方对 CHCT 的申诉、投诉和争议。

This procedure is applicable to appeals, complaints and disputes against CHCT from organizations that are applying for CHCT certification, have obtained CHCT certification, and other relevant parties.

2、请您在提出申诉、投诉与争议时认真反馈内容，反馈内容必须与事实一致，否则因此造成的后果自行承担。

Please feedback the content carefully when submitting appeals, complaints and disputes. The feedback content must be consistent with the facts, otherwise you will bear the consequences caused by this.

3、我中心申诉、投诉与争议工作人员会按照工作程序对您所反映的情况进行认真调查，希望您给予积极配合和理解。

The staff of the certification center for appeals, complaints and disputes will carry out a serious investigation of the situation you have reflected in accordance with the working procedures, and we hope you can actively cooperate and understand.

4、涉及认证执法检查等方面的问题请您与相关执法部门进行联系。

Please contact the relevant law enforcement authorities for any questions related to certification law enforcement inspections.

5、当事人向 CHCT 提出申诉、投诉和争议应当符合下列条件：

The parties shall meet the following conditions when submitting appeals, complaints and disputes to CHCT:

1) 有明确的被申诉/投诉/争议方；

There is a clear party to be appealed/complained/disputed;

2) 有具体的申诉/投诉/争议请求、事实和理由；

Having specific claims, facts and reasons for appeals/complaints/disputes;

3) 申诉、投诉和争议提出人有有效的联系方式。

The appeal, complaint and dispute proposer shall have valid contact information.

6、以下不在我中心申诉、投诉与争议受理范围：

The certification center does not accept the following appeals, complaints and disputes:

- 1) 法院、仲裁机构或者其他行政机关已经受理或者处理的申诉、投诉、争议;

Appeals, complaints or disputes that have been accepted or handled by courts, arbitration institutions or other administrative organizations;

- 2) 超出 CHCT 业务范围、不属于 CHCT 工作范畴的申诉、投诉、争议;

Appeals, complaints and disputes that are beyond the scope of CHCT business and not within the scope of CHCT work;

- 3) 申诉、投诉和争议事项已被法院作为诉讼证据予以采信;

Appeals, complaints or disputes have been accepted by the court as evidence in litigation;

- 4) CHCT 已就申诉/投诉/争议申请作出处理, 申请人在没有新情况、新理由的前提下再次提出的申诉、投诉、争议;

The appeal/complaint/dispute application has processed by CHCT, and the appeals, complaints and disputes submitted by the applicant again without new circumstances or new reasons;

- 5) 不符合国家法律、法规的申诉、投诉、争议;

Appeals, complaints and disputes that do not comply with national laws and regulations;

- 6) 证据不全的申诉、投诉、争议;

Appeals, complaints and disputes with incomplete evidence;

7) 当事人无法证实自己权益受到侵害的申诉、投诉、争议；

Appeals, complaints or disputes where the parties cannot prove that their rights and interests have been infringed;

8) 向 CHCT 提供的证据不全、无法开展调查的申诉、投诉、争议；

Appeals, complaints and disputes that are provided to CHCT with incomplete evidence and cannot be investigated;

9) 属于纪检部门、监察机关管辖范围的申诉、投诉、争议。

Appeals, complaints and disputes within the jurisdiction of disciplinary inspection departments and supervisory authority.

7、我中心将在接到申诉、投诉之日起 60 日内，作出处理决定；对情况复杂的案件，经中心主任批准可适当延长办理期限。如在处理过程中需要进行检测、鉴定的，检测、鉴定时间将不计入处理时间内。

The certification center will make a handling decision within 60 days from the date of receipt of the appeal or complaint. For complicated cases, the processing time limit can be extended with the approval of the director of the certification center. If testing or identification is required during the processing, the testing or identification time will not be included in the processing time.

8、申诉、投诉与争议案件办结后，当事人有有效联系方式的，我中心申诉、投诉与争议工作人员会将最终调查处理结果告知当事人。

After the appeals, complaints and disputes are settled, if the parties have effective contact information, the appeal, complaint and

dispute staff of the certification center will inform the parties of the final investigation and handling results.

9、本规定由中家院（北京）检测认证有限公司 认证中心负责解释。

This regulation shall be interpreted by the certification center of CHEARI(Beijing)Certification & Testing Co., Ltd.

