

	<b>深圳诺测检测技术有限公司</b> <b>Shenzhen NCT Testing Technology Co.,Ltd.</b>	File No. /文件编号	NCT-QPPC-7.13-01
		Ed./ Rev. /版本/修订号	A/01
	<b>Appeals and Complaints Handling</b> <b>申诉和投诉处理</b>	Effective date /生效日期	2026.03.20
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## 1 Purpose 目的

Appeals and complaints from customers shall be handled speedily, professionally and by the numbers, to avoid further damage to the relationship with customers and the company's goodwill, meanwhile safeguarding the company's interest. And take this as the company's continuous improvement opportunities, take effective corrective or preventive measures, to prevent duplication of problems.

客户申诉和投诉应及时、专业、系统地处理，以防止进一步的损害公司和客户之间的友好关系及公司信誉，同时也要保护公司的利益。并以此为公司持续改进的机会，采取充分有效的纠正或预防措施，以防止问题的重复出现。

Definitions 定义:

- a) Complaint is a (written) grievance about a requested service that has not been performed according to expectations.  
投诉指客户因其要求的服务没有按照预期执行而提出的（书面）抱怨。
- b) Appeals is that customers dispute certification, inspection and testing result or data.  
申诉指客户对认证、检验、测试结果或数据的异议。

## 2 Scope 适用范围

This procedure applies to all staffs of Shenzhen NCT Testing Technology Co., Ltd. (hereinafter referred to as "NCT").

该程序适用于深圳诺测检测技术有限公司(以下简称为“诺测检测”)全体员工。

## 3 Authorization 权限

Review / Addition / Deletion: NCT Management and QA  
评审 / 增加 / 删除: 公司管理层和质量部

Systems Implementation: NCT Management and QA  
体系的贯彻: 公司管理层和质量部

## 4 Procedure 程序

### 4.1 Receiving appeals & complaints and 申诉和投诉的受理

4.1.1 Any Staff receives an appeal/complaint, should confirm it with the customer immediately to make the customer believe that the appeals/complain shall be investigated completely and equitably; at the same time, notify the quality supervisor and the section manager.

任何人接到客户的申诉、投诉，应及时与客户确认，使客户放心其所申诉、投诉的事情将进行公正彻底地调查，并向质量部主管及部门主管报告。

4.1.2 Quality Assuror shall register all intraday appeals & complaints, and fill out the NCT-QPPC-7.13-01-F01 "Appeal Complain Claim Record". All relevant materials shall be submitted to section managers and notify Quality Manager and General Manager.

质量专员在接到报告当天登记申诉、投诉，并填写NCT-QPPC-7.13-01-F01《申诉投诉索赔记录》，并将记录表和相关客户投诉资料提交给部门经理，同时通知质量经理和总经理。

4.1.3 The concerned section manager shall issue a formal acknowledgement of the receipt of the case to the customer. And shall be acknowledged within 24 hours and investigation explanations within 4 working days.

部门主管要给客户一个正式确认---申诉、投诉或纠纷已经收到。要在24小时内通知客户已经

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受理，并在 4 个工作日内向客户通报调查结果。

#### 4.2 Investigation of appeals/complaints 申诉和投诉的调查

4.2.1 Upon receipt of complaints, the section is fully committed to take prompt investigation and resolve the case, and satisfy the customer.

收到申诉/投诉后，部门要迅速地进行全面调查，解决问题，满足客户。

4.2.2 Investigator shall review relevant original records according to schedule. If the appeal/complain is involved testing/inspection/certification result, section manager shall analysis relevant factors, generally considering the following items:

调查人员按照调查计划进行彻底的调查，查阅相关的记录；如果申诉、投诉所涉及测试/检验/认证结果，部门主管应负责对可能影响测试/检验/认证结果的相关因素进行分析，可以从以下几个方面着手：

- a) Review relevant testing/inspection/certification method and operation procedure;  
检查测试/检验/认证所用的方法和作业指导书；
- b) Effectiveness of relevant equipment, reference materials and consumable materials;  
检查所用的仪器设备，标准物质及其它影响结果质量的消耗品的有效性；
- c) Check the raw data and data calculating;  
检查原始数据及其推导演算过程；
- d) When necessary, perform repeated test.  
必要时安排重复性测试。

4.2.3 When an appeal/complaint raises and doubts the compliance with the company policies or procedures, or with accreditation requirements, or the integrity of relevant tests/inspection/certification, quality manager should ensure that involved activity and responsibility in those areas are promptly audited according to the Internal Audit Procedure.

一个申诉/投诉上升为对其与公司政策、程序，或认可机构要求的一致性，或对测试/检验/认证的公正性产生怀疑时，质量主管应确保那些领域的有关活动和职责能够按照内部审核程序的要求尽快进行审核。

4.2.4 Section Manager or his/her delegate shall collect the investigation results, complete the investigation and judge the appeal/complaint valid or not.

部门主管或指定的代表应收集调查结果，完成调查，并判断客户的申诉、投诉是否成立。

4.2.5 If the complaint is not valid, an explanation as to why it is not valid should be given to the customer amicably.

如果投诉是无效的，就要友善地向客户说明为什么投诉不成立。

4.2.6 If the complaint is valid or the recipient cannot resolve the matter, the customer may pursue the matter further and lodge a formal complaint.

如果投诉是有效的，或接收方不能解决的问题，客户就可以更进一步追问或用正式的形式进行投诉。

4.2.7 The decision resolving the complaint or appeal shall be made by, or reviewed and approved by, person(s) not involved in the testing/inspection/certification activities related to the complaint or appeal.

解决投诉或申诉的决定的做出、复核和批准由与被投诉和申诉的测试/检验/认证活动无关的人员来执行。

#### 4.3 Corrective/preventive action 纠正和预防措施

4.3.1 Once investigation indicates that quality activities and test/inspection/certification activities don't stick to management system or customers' requirements, section manager/quality manager shall adopt procedure of NCT-QPPC-8.7-01 "Control of Non-conforming Work" .

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调查表明诺测检测质量活动和测试/检验/认证活动不符合管理体系和客户要求时，部门主管/质量主管应启动NCT-QPPC-8.7-01《不符合工作的控制》程序。

4.3.2 Quality Manager shall verify and evaluate the effectiveness of corrective or preventive action implemented by the concerned section.

质量主管应检查、评估有关部门采取的纠正/预防措施的效果。

#### 4.4 Resolving appeals/complaints 申诉和投诉的解决

4.4.1 When a complaint involves tests accredited by external accredited scheme (Such as CNAS etc.) and cannot be resolved satisfactorily within 60 days from receiving it, quality manager shall notify external accredited scheme in written immediately.

当投诉涉及外部认可(如 CNAS 等)的测试时，在收到投诉后 60 天内不能满意地解决时，质量主管要立即以书面的形式通知相关认可机构。

4.4.2 For a common appeal/complaint, whenever possible, section manger shall notify the customer of the investigation results and resolving project in written immediately. If there is no any feedback from the customer within 15 working days from the customer receives the notification, the result is deemed to be acceptable.

对于一般申诉/投诉，只要可能，部门主管应以书面的方式向客户澄清调查结果和解决方案，如果客户在接到处理结果 15 个工作日内没提出异议，可认为客户已接受。

4.4.3 To ensure that there is no conflict of interest, personnel (including those acting in a managerial capacity) who have provided consultancy for a client, or been employed by a client, shall not be used to review or approve the resolution of a complaint or appeal for that client within two years following the end of the consultancy or employment.

为确保没有利益冲突，曾为客户提供过咨询或曾被客户聘用过的人员（包括承担管理职责的人员），在结束咨询或聘用关系两年之内，不应派其对投诉或申诉的解决进行复核或批准。

#### 4.5 Retention of records 记录的保存

Section Managers or their delegates shall consolidate all correspondence with customers, records of investigation and taking corrective/preventive actions into a case file, fill in the NCT-QPPC-7.13-01-F02 "Suggestion, Complaint and Appeal Form", register them in the form NCT-QPPC-7.13-01-F01 "Appeal Complain Claim Record" and submit to QA Department. QA should follow up the status of appeal/complaint case and the corrective/preventive action adopted by the section.

部门主管或他们的代表应将与客户的所有通信及调查情况和采取纠正/预防措施记录在申诉/投诉/纠纷文件夹中，填写NCT-QPPC-7.13-01-F02《建议、投诉和申诉表》，并在NCT-QPPC-7.13-01-F01《申诉投诉索赔记录》中记录，递交给质量部存档。质量部需对申诉/投诉/的处理情况，部门所采取纠正预防措施的完成情况进行跟进确认。

## 5 Related Procedures, Forms & Templates 相关程序，表格和模板

5.1 NCT-QPPC-8.7-01 Control of Non-conforming Work 《不符合工作的控制》

5.2 NCT-QPPC-8.8-01 Preventive Action 《预防措施》

5.3 NCT-QPPC-8.7-02 Corrective Action 《纠正措施》

5.4 NCT-QPPC-7.13-01-F01 Appeal Complain Claim Record 《申诉投诉索赔记录》

5.5 NCT-QPPC-7.13-01-F02 Suggestion, Complaint and Appeal Form 《建议、投诉和申诉表》

5.6 NCT-QPPC-8.7-01-F01 Non-conforming Working Control Record 《不符合工作记录表》

5.7 NCT-QPPC-8.7-02-F01 CARs Tracking List 《纠正措施跟踪清单》

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**6 Related Specific Programs' Procedures, Forms & Templates 特定流程的相关程序，表格和模板**

6.1 N/A. 不适用。

**7 Reference Material 参考资料**

7.1 *"General requirements for the competence of testing and calibration laboratories" ISO/IEC 17025*  
《测试和校准实验室能力的一般要求》ISO/IEC 17025

7.2 *"Product Certification – Requirements for the operation of various types of bodies performing inspection" ISO/IEC 17020*  
《产品认证-检验的操作要求》ISO/IEC 17020

7.3 *"Conformity assessment - Requirements for bodies certifying products, processes and services" ISO/IEC 17065*  
《合格评定 产品、过程和服务认证机构要求》ISO/IEC 17065

7.4 *"Criteria for accreditation and evaluation of the qualification of inspection and testing institutions" 2023*  
《检验检测机构资质认定评审准则》2023

7.5 *"Conformity assessment — Requirements for bodies providing audit and certification of management systems" ISO/IEC 17021*  
《合格评定 管理体系审核和认证机构的要求》ISO/IEC 17021

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A/00	2025.01.16	Billy Tu涂志强	Initial Publication 初版

=== END 结束 ===