

Annex 26. Complaints and Appeals

Through this form, you can express your opinion about any service provided by CU WG SPAIN SA with which you are not satisfied. Our goal is to achieve customer satisfaction through impartial service.

You can review the procedure for handling complaints, appeals, claims and reports; it is publicly available on the corporate website or, alternatively, upon request to the email address indicated.

Complaints, appeals, claims and reports are always received in writing in Spanish or English by email certifications.spain@controlunion.com

Definitions:

a) Complaint: Formal expression of dissatisfaction from any person or organization related to the activities of the conformity assessment body (e.g., behavior of an employee of CU WG SPAIN SA, methodology of CU WG SPAIN SA, or work performed under the contractual responsibility of a critical or subcontracted office), where a response is expected.

b) Appeal: Formal request for reconsideration of a decision made by CU WG SPAIN SA in relation to an activity or service provided by the body (e.g. certification, certification decision or conclusion issued), or request from the party requiring the conformity assessment object from CU WG SPAIN SA, to reconsider a decision made in relation to that object.

c) Claim: Formal request for a financial arrangement. Claims are not considered complaints or appeals. Where applicable, they will be handled according to the contractual terms and the corresponding financial/administrative process.

HOW TO PROCEED IF YOU WISH TO FILE A COMPLAINT, APPEAL, OR CLAIM:

1. Please complete the box below with the reason for your complaint/appeal/claim.

2. Send to email certifications.spain@controlunion.com

3. Please note the following before submitting your complaint/appeal/claim: Complaints: must be submitted within 6 (six) weeks after the event that gave rise to the complaint. • Appeals: must be submitted within 6 (six) weeks after the decision.

4. The information must be complete for admissibility assessment. At a minimum, please indicate: • who is submitting the communication (identification and contact details; or indicate anonymity if applicable in a complaint), • what happened (facts), when and where, • the affected service/activity (file/contract/report reference, if any), • what you are requesting (subject matter), • available evidence or where to find it. If the information is insufficient, CU WG SPAIN SA may request written corrections indicating what is missing and a reasonable timeframe.

5. After 10 days you will receive a communication (acknowledgment of receipt) indicating whether the complaint, appeal, report or claim has been accepted, who will be the person responsible for managing it and the time in which you will receive the results: • If it is a complaint, this time will not be longer than 30 days.

• If it is an appeal, the maximum period to issue a result is 3 months.

If the deadline cannot be met, you will be informed of the status of the case and the new estimate.

6. Please remember that filing a complaint, appeal, or claim will in no case give rise to discriminatory actions against you or the interested party.

7. The assigned person will investigate the information. To preserve impartiality: • the management and/or decision of the case will be carried out by personnel who have not participated in the file/activity that is the

Annex 26. Complaints and Appeals

subject of the complaint or appeal, nor are they in a conflict of interest; • if a conflict is identified, the person involved will be recused and a competent substitute will be appointed; • if necessary, technical consultations may be carried out; if the scheme owner is consulted, it will be only for technical clarifications, without transferring the decision or allowing any influence. A record of these consultations will be kept.

8. If the complaint/appeal/claim cannot be resolved within the established time, you will be informed of this (status and new forecast).

9. After the time indicated in point 5 has elapsed, the assigned person will send you a letter/email with the resolution of the case.

Before closing, CU WG SPAIN SA will assess and record whether the communication requires additional actions, for example: internal corrective action, review of issued files/results and/or communications to the client and, where applicable according to the scheme, activation of the 'subsequent events' process or relevant notifications.

10. If the customer disagrees with the outcome of the complaint, they may file a new complaint once only. This complaint will be handled by a higher authority within 30 days, after which a written response will be issued. At the end of these 30 calendar days, CU WG SPAIN SA will consider the complaint/claim process concluded.

Note: In case of appeals, they will only be submitted and processed in a single instance.

Records: CU WG SPAIN SA will maintain a master record and a file per case (communication, evidence, analysis, decisions and communications), with access control and preservation in accordance with the applicable records system.

Attention CU WG SPAIN SA Please sends this template to the email address:
certifications.spain@controlunion.com

FORM TO BE COMPLETED BY THE CLAIMANT

Company		Date	
Name / Position of claimant		Address	
Email		Phone	

Please describe your communication clearly and completely. Include at least the following:

1. **Contact information**, Name and surname/company, email and telephone.
2. **Facts**, what happened? When? And where?
3. **Affected service/activity**, please indicate the scheme/service and, if available, file/contract/report number or other reference.
4. **Subject of your request**, what are you requesting from CU WG SPAIN SA? (e.g., clarification, reconsideration of a decision, correction, compensation).
5. **Evidence**, please attach any available documentation (emails, reports, minutes, photos, etc.) or indicate where you can be located.

Important: If the information is insufficient, CU WG SPAIN SA may request correction, indicating what is missing and a deadline for completing it.