



Handling complaints or decision disputes in connection with our inspection, testing and certification activities.

**UTAC**

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[www.utac.com](http://www.utac.com)

If you are a customer or any other interested party and you wish to express dissatisfaction with one of our testing, inspection or approval services, or to contest a decision related to our inspection activities, we invite you to send us your request in writing to the following address:

**UTAC**  
**Quality Department**  
Autodrome de Linas-Montlhéry BP 20212  
91311 Montlhéry cedex – France

To ensure that your application is processed as efficiently as possible, you must provide all relevant supporting documents (evidence supporting your application, identification of the UTAC service concerned, date of the facts, report number if applicable, etc.) as well as your full contact details. This information will help ensure effective communication at every stage of the processing of your complaint or dispute.

The challenge of a decision taken by UTAC against you (i.e. to appeal a decision within the meaning of the ISO 17020 standard) does not have suspensive effect.



**CLAIMS AND APPEALS PROCESS (CONTINUED)**

STEP	TASKS	RESPONSIBLE CONTRIBUTOR
	↓	
10	If necessary, immediate curative actions ⇒ Information to the applicant	Relevant department Quality Department
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11	Definition of corrective and preventive actions ⇒ Information to the applicant with the formalised action plan	Relevant department Quality Department
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12	Implementation of the action plan	Relevant department Quality Department
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13	Effectiveness evaluation	Quality Department
	↓	
14	Closure of the complaint/appeal ⇒ Information to the applicant	Quality Department Relevant department
	↓	
15	Update of the risk analysis and opportunity for improvement in the context of Continuous improvement	Quality Department