

Swiss Aerospace Sector Certification Scheme

A joint undertaking of SWISS ASD & SAMA



Swiss ASCS-001 Appendix 1

ICOP scheme Switzerland - General appeals/complaint process

1. Purpose

This process description ensures that complaints and any disputes that might arise therefore will be managed and recorded to one uniform procedure.

Complaints are a valuable source to identify possible weak points in the management of the ICOP scheme in general and the ICOP scheme Switzerland in particular. Therefore, it is a requirement to thoroughly evaluate complaints and follow up on and resolve identified weak points.

2. Scope

This procedure is valid for all complaint addressed to the RMS Switzerland and its sub-team AAB Switzerland.

The complaints process is applicable for all activities related to the ICOP process and to be used by the parties involved before other actions are taken.

3. Process description

3.1 Registration

As a general rule complaints should first be addressed to the party/organization that after objective evaluation is responsible for the reason for the complaint. If not resolved, the complain may be escalated in accordance with the following table.

If complaint is against the:	Certified Organization	Auditor	Assessor	AB	CB	RMS	SMS
The issue shall be communicated to the:	CB	CB	Assessor's Organization	RMS	AB	SMS	IAQG OPMT

Remark: If a conflict of interest is assumed, the complaint can be addressed directly to the RMS Switzerland secretary. The RMS secretary monitors the timely and orderly processing of the complaint.

Basically, all complaint concerning the RMS Switzerland and its sub-team AAB Switzerland as well as all complaints which are escalated to the RMS Switzerland shall be addressed in writing to the RMS Switzerland secretary, to be forwarded to the RMS Chair.

Address of the RMS Switzerland secretary:

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SWISSMEM
Secretary General of SWISS ASD
Pfingstweidstrasse 102
CH-8037 Zürich

3.2 Processing and Decision

The RMS Chair shall decide on the level where the complaint shall be resolved:

- Sub-Team AAB Switzerland
- RMS Switzerland
- EAQG OPMT (for fundamental issues of the ICOP Scheme)

If complaints are addressed to the sub-team AAB Switzerland, the AAB submits a proposal for solution within ten (10) working days after receipt of the complaint to the RMS Switzerland. The final decision is made by the RMS Switzerland.

If complaints are addressed to the RMS Switzerland, the RMS Chair or the secretary of the RMS inform the RMS members about the complaint and convene a meeting within fifteen (15) working days.

The voting members of the RMS take a decision about the complaint. A simple majority is sufficient for a decision in case of non-uniform evaluation.

Decisions of the RMS Switzerland and/or the EAQG OPMT are final.

The complaint shall be informed about the final decision by the secretariat of the RMS Switzerland within one (1) month.

3.3 Escalation

Received complaints which cannot be resolved by the RMS Switzerland shall be escalated to the EAQG OPMT.

3.4 Reporting

Complaints are generally to be reviewed during RMS meeting and are to be evaluated by the RMS Switzerland for improvement potential at least once per year. Reports are to be forwarded to the EAQG OPMT for information.

4. Change History

Rev	Date	Change history	Author	Approval
1	10 th Oct 2010	First Release	J. Mattmann	A. Gaide
2	30 th March 2012	Header and references changed	J. Mattmann	P. Drescher
3	12 th Feb 2019	Process described more clearly Address of CBMC Secretary added	J. Mattmann	P. Drescher
4	09 th May 2022	Transition to EN 9104-001 2022	J. Mattmann	M. Zoller