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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 27003-2011

**Conformity assessment -- Complaints and appeals -- Principles
and requirements
(English Translation)**

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Foreword

This standard and the following standards constitute the national standards for conformity assessment criteria common elements prepared to provide guidance.

--- GB/T 27001-2011 "Conformity assessment principles and requirements of fairness";

--- GB/T 27002-2011 "Conformity assessment principles and requirements of confidentiality";

--- GB/T 27004-2011 "Conformity assessment principles and information disclosure requirements";

--- GB/T 27005-2011 "conformity assessment management system using the principles and requirements." this standard was drafted in accordance with the rules of GB/T 1.1-2009 and GB/T 20000.2-2009 given.

This standard uses the translation method identical with ISO/PAS17003.2004 "Conformity assessment principles and requirements of complaints and appeals." the standard ISO/PAS17003.2004 made the following editorial changes.

--- Delete the "ISO/PAS Foreword", according to GB/T 1.1-2009 increase the preface of this standard;

--- For the introduction, according to GB/T 1.1-2009 do adapt their requirements changes.

This standard certification and accreditation by the National Standardization Technical Committee (SAC/TC261) and focal points.

This standard drafting units. China National Accreditation Center, Okihara Certification Center Co., Ltd., Beijing Zhongda Huayuan Certification Center, Country Review Center.

Introduction

In order to standardize the preparation of conformity assessment standards are common elements of nationally recognized certification Standardization Technical Committee (SAC/TC261) Organization Standards Compilation Group identical with the following criteria.

ISO/PAS17001.2005 "Conformity assessment principles and requirements of fairness." ISO/PAS17002.2004 "Conformity assessment principles and requirements of confidentiality." ISO/PAS17003.2004 "Conformity assessment principles and requirements of complaints and appeals" ISO/PAS17004.2005 "Conformity assessment principles and requirements of information disclosure." ISO/PAS17005.2008 "Conformity Assessment Management System using the principles and requirements" Have formulated the following national standards.

GB/T 27001-2011 "Conformity assessment principles and requirements of fairness." GB/T 27002-2011 "Conformity assessment principles and requirements of confidentiality." GB/T 27004-2011 "Conformity assessment principles and requirements of information disclosure." GB/T 27005-2011 "conformity assessment management system using the principles and requirements" this series of standards for conformity assessment criteria requiring common elements are specified in the sub mandatory, recommended and recommendations of the three layers Times, and in the following one or more titles statement.

- a) General requirements;
- b) structural requirements;
- c) resource requirements;
- d) process requirements;
- e) management system requirements.

This standard specifies the main principles of conformity assessment standards "complaints and appeals" elements and basic requirements.

The standard Chapter 4 (background) discussed the importance of the complaints and appeals process for conformity assessment activities.

The standard Chapter 5 (principle) is proposed to determine the main principles of

conformity assessment standards "complaints and appeals," the.

Chapter 6 of this standard (requirements) proposed the preparation of conformity assessment standards "complaints and grievances" clause General requirements and process requirements.

Conformity assessment principles and requirements for complaints and appeals

1 Scope

This standard gives the principles related to conformity assessment and requirements for complaints and appeals process.

This standard applies to conformity assessment standards working group drafting this common element "complaints and appeals," set forth in the standard preparation.

This standard is not used directly in a separate conformity assessment activities.

2 Normative references

The following documents for the application of this document is essential. For dated references, only the dated version suitable for use herein Member. For undated references, the latest edition (including any amendments) applies to this document.

GB/T 27000-2006 Conformity assessment - Vocabulary and general principles (ISO/IEC 17000:2004, IDT)

3 Terms and Definitions

Terms and definitions GB/T 27000 apply to this document defined.

Note: The term "body" used in this standard refers to an authorized institution GB/T 27000 defined or conformity assessment bodies.

4 Background

4.1

agency received complaints fall into two categories (see Figure 1). A type of complaints is about the conformity assessment and conformity assessment system functional approach, the complainant also Belong to this category. This is a specific complaint, if not addressed, could affect the reputation of the institution and conformity assessment system.

Two types 1 complaint accreditation bodies and conformity assessment bodies face