

这部分提供了关于申索、投诉和申诉提交程序的通用信息。完整英文版和俄文版的申诉、投诉和申索控制程序（[ND №005.00-214](#)）在 RR 网站可获得。你可以向 RR 总部或区域办事处申请，以解决这个问题，你可以用你的母语收到这份文件，或者收到有关申索、投诉和申诉程序的必要协助或咨询

一个客户组织或任何其他利益相关方都有权书面向认证机构“RR”的总监，针对认证机构“RR”的行动和决定提出申索、投诉、申诉。申索、投诉或申诉的文字可以通过任何形式提供给 RR 总部或你所在区域的办事处（通过邮寄、传真、电子邮件或 RR 网站）。

RR 总部联系方式：

e-mail: [rr-head@rusregister.ru](mailto:rr-head@rusregister.ru)

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申索、投诉或申诉应当自事故发生之日起三十日内提出。如果在申请中声明，则 RR 维护匿名声明发起者的信息。书面申诉或投诉，应包含有关申诉或投诉的主题、卷入冲突的潜在当事人、在事件中成为申诉理由的申请人的参与，以及在必要时提出解决办法的建议方式。RR 有权拒绝按实情不符合上述要求的申诉或投诉，或不涉及 RR 负责的认证活动。所有的要求专业数据库登记的申请（如：OASIS, FSC 等）将由 RR 负责人进行登记。

This section provides general information about claim, complaint and appeal submission procedures. Full version of the Procedure for Control of Appeals, Complaints and Claims [ND №005.00-214](#) in Russian and English is available at [RR website](#). You can apply to RR Head Office or a regional office to solve the issue on the possibility to receive this document in your native language or receipt of the necessary assistance or consultation regarding the claim, complaint and appeal procedure.

A client-organization or any other stakeholder has the right to submit a claim, complaint, appeal against actions and decisions of the certification body Certification Association “Russian Register” by addressing it in writing to Head of the certification body – RR Director General. Text of a claim, complaint or appeal may be provided in any way available (by post, fax, e-mail, [web form on RR website](#)) to RR Head Office or to an executive location which operates in your region.

Contacts of the Certification Association “Russian Register” Head Office:

e-mail: [rr-head@rusregister.ru](mailto:rr-head@rusregister.ru)

Fax: +7 (812) 670-9002

Postal address: 101, office 1, Rimskogo-Korsakova prospect, 190121, Saint Petersburg, Russia

A claim, complaint or appeal shall be submitted within 30 days since the date of an event which has caused it. RR maintains the information about claim initiators anonymous if so is stated in an Application. A written claim or complaint shall contain information about the subject of a claim or complaint, potential parties involved in a conflict, participation of an applicant in the events which became the reason for a claim, and, where necessary, the suggested ways of its solution. RR has the right to decline a claim or a complaint which does not conform to the above stated requirements on the merits or does not relate to the certification activities for which RR

俄语被宣布为与俄罗斯联邦和独联体国家的利益相关方进行书面交流的官方语言，英语被定义为所有其他国家的语言。在必要的情况下，负责一个地区的办事处参与到对一种投诉的国家语言的翻译中。

所有的申诉和投诉都是由“RR”直接评审的，而不是与申诉或投诉相关的人。

万一不同意 RR 的决定，如：申请的评审、认证决定、申诉/投诉决定等，申请者有权利针对相关的决定进行申诉。所有的针对 RR 的申请都由独立机构-认证委员会进行评审。

RR 负责确认收到申所/投诉/申诉，并和申所/投诉/申诉发起组织书面沟通评审结果和采取措施的信息。

应于申请之日起 1 周内（针对 FSC 项目-2 周内）对申请人作出初步答复。一般来说，30 天的时间是用来审查申请的（针对 FSC 项目不超过 3 个月），但是对于一个特殊的申请，需要额外的时间。如果对该决定不满，组织有权对认证机构的决定，向 RR 认证委员会提出申诉。申诉应该从接收和登记之日起 1 个月内进行评审。组织对申请评审结果不满意，根据 RR 的程序，有权针对认证机构的措施，向上级机关(如认可机构、仲裁法庭)提起申诉。评审申请的期限是由认可机构的内部规则和俄罗斯现行法律规定的。

is responsible. All applications which require registration in specialized databases (e.g., OASIS, FSC etc.) will be registered by responsible employees of RR.

The Russian language is declared to be the official language of written communication with stakeholders in the Russian Federation and CIS countries, the English language is defined as such for all other countries. Where necessary, an executive location responsible for a region participates in translation of a response into a national language of a Complainant.

All claims and complaints are reviewed directly by Certification Association “Russian Register”, by a person not related to the subject of a claim or a complaint.

In case of disagreement with a decision made by RR, for example, on an application review, certification decision, decision on claim/complaint review etc. an applicant has the right to appeal against the made decision. All applications against RR decisions are reviewed by the independent body – Certification Council.

RR is responsible for confirmation of receiving a claim/complaint/appeal, and communication in writing of the review results and information about the actions taken to an organization which has initiated claim/complaint/appeal.

The initial response shall be provided to the applicant within 1 week since the date of an application (for FSC program – within 2 weeks). Normally 30 days are given for the review of an application (for FSC program not more than 3 months), however for investigation of a particular application additional time may be required. In case of dissatisfaction with the decision an organization has the right to appeal against the decision of the certification body to RR Certification Council. The appeal shall be reviewed within 1 month since the date of receipt and registration of an application. If an Organization is not satisfied with the results of the application review in accordance with RR

procedures, it has the right to appeal against the actions of the certification body to the higher authorities, such as the Accreditation body and/or Arbitration court. The period for review of an application is defined by the internal rules of accreditation bodies and the current Legislation of Russia.

在利益冲突的情况下，某些人应避免参与诉讼纠纷。

In the cases of a conflict of interests the challenge or self-challenge of certain persons from participation in the proceedings on the dispute.

每一方应独立承担各自参与诉讼的费用。

Each party shall independently cover its expenses on participation in the proceedings.