

Direzione

Laboratori

COMPLAINTS MANAGEMENT PROCESS

The laboratories of Italcertifer S.p.A. manage complaints, understood as expressions of dissatisfaction submitted by a person or organization to the Laboratories regarding laboratory activities or results, in accordance with a specific company procedure that ensures compliance with the requirements of the UNI EN ISO/IEC 17025:2018 standard and the applicable Accredia regulations.

ITCF therefore ensures, under its own responsibility, a complaint process that does not give rise to any conduct of a discriminatory nature toward those who have submitted the complaint. In particular, the process applied by ITCF ensures that the decision to be communicated to the complainant is made by, or reviewed and approved by, person(s) not involved in the original laboratory activities concerned.

The complaint may concern any dispute relating to the testing process and must be submitted by registered letter to ITCF's headquarter or via certified email (PEC) to italcertifer@pec.it.

ITCF will confirm receipt and initiate the process by collecting and verifying all information necessary to validate the complaint. The complaint, which may not be submitted anonymously, must include a description of the activity being contested and the relevant process to which it refers.

Upon receipt in the manner described above, ITCF will verify, within fifteen (15) consecutive calendar days, the admissibility of the complaint in relation to whether it pertains to laboratory activities for which it is responsible. If the complaint is deemed admissible, ITCF will inform the client and proceed with the investigation phase.

This phase will be conducted by the competent organizational unit, which—within thirty (30) calendar days if the complaint concerns its own activities, or within sixty (60) calendar days if the complaint involves other interested parties—will provide a response to the request submitted.

Where the decisions taken in relation to the complaint require specific corrections or corrective actions, ITCF guarantees their implementation.

ITCF will inform the complainant of the progress status of the process. Each complaint and the related supporting documentation are stored in a dedicated archive. Finally, ITCF ensures, in all cases, confidentiality regarding both the identity of the complainant and the content of the complaint itself.

Firenze, 16/02/2026