

## Annex I to Solar Keymark specific scheme rules: Complaints

## Related to Solar KEYMARK Testing Laboratories and Inspectors

(Your information will be treated confidentially.)

Taction a laboratory	Name:			
<ul><li>☐ Testing laboratory</li><li>☐ Inspector</li></ul>	Contact person:			
·	Contact person.			Degistration No.
Description of complaint:				Registration No. of Solar KEYMARK certificate
2. Responsible certification b	ody (CB):			
Evaluation of the complaint:	☐ minor	☐ maj	or	
Further review of documents:			O1	
	/ witness audit (inspectors)	. <sub>□</sub>		
Special audit (testing laboratory) / witness audit (inspectors):				
3. Response / corrective action(s) agreed and confirmed by the testing laboratory / inspector:				
Date for rectifying the complaint: (for major complaints max. 4 weeks, for minor complaints max. 2 months)				
	<u>-</u>			
4. Close out of complaint:	☐ Yes	☐ No	∐ with co	ondition
Remarks, if necessary:				
Place/Date			Signatu	re of certification body
5. Internal discussion within (if not satisfactory for the notifying b		□No	☐ with	n condition
Remarks:				
Place/Date			Signature of	convener SKN CB group