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有任何组织管理代表在场的情况下进行所有面谈，

- A closing meeting during which KCB lead auditors presents a summary of the audit process and the audit results with any nonconformity identified during the audit. KCB lead auditor will also explain to the applicant organization the next steps in the certification process based on the results of the audit./ KCB 审核组长在末次会议上对审核过程和审核结果进行总结，并对审核过程中发现的任何不符合项进行总结。KCB 主审核员还将根据审核结果向申请组织解释认证过程中的下一步骤。

For onsite audits, the applicant organisation shall provide KCB audit team with safe access to its facilities and in particular shall ensure that KCB audit team is fully informed about any potential H&S hazard within the production area and shall be provided with the relevant required PPE./ 对于现场审核，申请组织应为 KCB 审核组提供进入其设施的安全通道，尤其应确保 KCB 审核组充分了解生产区域内的任何潜在的健康安全危害，并提供相关所需的个人防护装备。

5.5 Management of audit findings/审核发现的管理

KCB audit teams may issue nonconformities during KCB certification audits. Each nonconformity identify requires appropriate corrective action(s) to resolve the nonconformity identified within a specific timeframe./KCB 审核组在认证审核时期间会发布不符合项，每一项不符合都需要在特定的时间范围内采取适当的纠正措施来解决所辨别出的不符合。

KCB classifies nonconformities as follow, to reflect the level of nonconformity identified during the audit: /KCB 将不符合分为以下几类，以反映审核过程中发现的不符合程度:

- Minor nonconformity: When the nonconformity identified is a single occurrence, is limited in scope and does not impact the characteristics of the product to be certified. The applicant organization can still be recommended for certification if a maximum of 10 Minor nonconformities have been detected during KCB audit. When a minor nonconformity is detected during a renewal audit, the certified organization has a maximum of 60 days to implement appropriate corrective action(s) to address the root cause of the nonconformity and ensure conformity with the relevant standard requirement. Non-conformity is upgraded to become a major non-conformity with a timeline 30 days from the original deadline.
- 轻微不符合：所识别的不符合仅为一次发生，范围有限，且不影响待认证产品的特性。如果在 KCB 审核过程中，当在审核过程中中发现轻微不符合时，认证组织从末次会议起有最长 60 天的时间来实施适当的纠正措施，以解决不符合的根本原因，并确保符合相关的标准要求。在原截止日期起 30 天的时间期限内，不符合项升级为重大不符合项。
- Major nonconformity: When the nonconformity identified has multiple occurrences, is systematic and may have an impact on the product to be certified, even if no impact was detected during the KCB audit. The applicant organization cannot be recommended for certification if any major nonconformity is outstanding as all major nonconformities need to be closed. When a major nonconformity is detected during a renewal audit, the certified organization has a maximum of 30 days to implement appropriate corrective action(s) to address the root cause of the nonconformity and ensure conformity with the relevant

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standard requirement. For TE scheme, scope certificates also shall be suspended immediately if there are five or more open major non-conformities. For GOTS, In case of major non-conformities, scope certificate shall be withheld or suspended until the implementation of corrective actions can be demonstrated.

- 重大不符合：当发现的不符合有多次发生，是系统性的，可能对认证产品产生影响，即使在 KCB 审核中没有发现影响。如果任何重大不符合项是突出的，则不能推荐申请组织进行认证，因为所有重大不符合项都需要关闭。当在复审核中发现重大不符合时，认证组织有最长 30 天的时间来实施适当的纠正措施，以解决不符合的根本原因，并确保符合相关的标准要求。-对于 TE 标准，如有五项或五项以上未关闭的重大不符合项，应立即暂停范围证书。对于 GOTS 标准，如有重大不符合项，应暂扣或暂停范围证书直至实施 纠正措施的实施得到证明。
- Critical nonconformity: When the nonconformity identified has multiple occurrences, is systematic and has a direct impact on the product to be certified, and this impact was detected during the KCB audit. The applicant organization cannot be recommended for certification if any critical nonconformity is outstanding as all critical nonconformities need to be closed. When a critical non-conformity is identified for a certified organization, KCB shall suspend the scope certificate immediately. In all cases, the suspension shall be enacted within a maximum of five business days from the day the critical non-conformity was identified, even if the entire audit has not yet been completed. For Textile Exchange standards, KCB will immediately notify Textile Exchange of all critical non-conformities, including details of the nonconformity.
- 关键不符合项:当所识别的不符合项有多次发生，是系统性的，并对待认证产品有直接影响，且该影响在 KCB 审核中被发现时。如果任何关键不符合项是突出的，则不能推荐申请组织进行认证，因为所有关键不符合项都需要关闭。当认证组织发现重大不符合时，KCB 将立即暂停其范围证书。在所有情况下，即使整个审核尚未完成，暂停时间不得超过发现关键不符合项之日起的五个工作日。对于纺织交易协会标准，KCB 将立即通知纺织品交易协会所有关键不符合项，包括不符合项的细节。

If the organization does not provide KCB with appropriate evidence to demonstrate that the root cause of the nonconformity(ies) has been assessed and that appropriate corrective action has been implemented within the specified timeframe, then KCB may take any of the following measures:/如果组织未能向 KCB 提供适当的证据，证明不符合的根本原因已得到评估，适当的纠正措施已在规定的时间内得到实施，则 KCB 可采取下列措施之一：

- Specify new conditions for the organization to remain certified, such as additional announced or unannounced surveillance or follow-up audits as required./规定组织保持认证的新条件，如额外通知或不通知的监督或必要的后续审核。
- Reduction of the scope of certification./缩减认证范围
- Suspension of the organisation’s certificate for a period not extending beyond 6 months. /暂停该机构的证书为期不超过 6 个月。
- Termination of the organisation’s certificate./终止该组织的证书

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5.6 Certification decision making process/认证决定的过程

KCB certification decision is taken by a qualified KCB personnel who is qualified and has not taken part in any of the certification activities. To make an appropriate certification decision, KCB certifier will review the following documentation: /KCB 认证决定由合格的 KCB 人员做出, 但该人员没有参加任何认证活动。为了做出适当的认证决定, KCB 认证机构将审查以下文件:

- KCB audit report./KCB 审核报告
- The nonconformities that have been identified and reported during KCB audit. /KCB 审核期间发现并报告的不符合项。
- The corrective action plan and corrective actions implemented to close all relevant nonconformities./ 纠正措施计划和为关闭所有相关不符合项而实施的纠正措施。

KCB ensures that a certification decision is taken within 2 months of the audit closing meeting. The applicant organization will only be informed of a positive certification decision, when: /KCB 确保在审核末次会议会后 2 个月内做出认证决定。只有在下列情况下, 申请机构才会被告知认证结果是积极的:

- All relevant certification fees have been paid by the applicant organization, and 所有相关的认证费用已由申请组织支付;及
- All relevant certification requirements have been fulfilled, and/所有相关认证要求均已满足, 并且
- A positive certification decision has been taken by the relevant KCB qualified personnel. /相关的 KCB 资质人员作出了积极的认证决定。

Once a positive certification decision has been taken, KCB will issue to the applicant organization a scope certificate that includes the following information: /一旦做出积极的认证决定, KCB 将向申请机构颁发证书, 其中包括以下信息:

- The name and address of KCB/ KCB 的名称和地址
- The name and address of applicant organization/申请组织的名称和地址
- The scope of the certificate, including list of sites in case of multisite certification, and list of certified products within the scope of the certificate/证书范围, 包括多批次认证的场所清单, 以及证书范围内的认证产品清单
- The standard used for the certification audit/认证审核所用的标准
- The date of issue/证书签发日
- The end date the certificate/证书到期日
- Signature of authorized person of KCB /KCB 授权人的签名
- Statement that KCB may withdraw this certificate before it expires if the declared conformity is no longer guaranteed. /声明如果声明的符合性不再得到保证, KCB 可以在证书到期前撤回证书。

After the scope certificate is issued with the list of certified products, the organization is required to ensure that certified products remain in full compliance with all the requirements of the relevant standard, shall allow for surveillance audits to be performed as required, and shall ensure timely

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payment of all relevant certification and surveillance audit fees./带有认证产品列表的证书签发后，认证组织应确保认证产品仍然完全符合所有相关标准的要求，允许监督审核应按要求执行，并确保及时支付所有相关认证和监督审核费用。

Scope certificates shall be valid for a maximum of one year from the date of issue./ 范围证书自签发之日起，有效期最长不超过一年。

5.7 Surveillance/监督检查

KCB shall perform annual surveillance to ensure continuous conformity with the relevant certification requirements. Surveillance can be announced or unannounced onsite audit, product sampling for compliance tests and Checks on the implementation of remedial action. /KCB 应进行年度监督审核，以确保持续符合相关认证要求。监督审核可以是通知或不通知的现场审核、产品抽样符合性测试和检查纠正措施的实施。

The surveillance activities are planned and carried out in the manner stated in the relevant Standard Documents./监督活动是按照有关标准文件所述的方式计划和执行的。

The surveillance plan, and in particular the production sites subject to auditing, is based on the risk assessment of processes and of the information collected as part of the initial auditing activity, and on the basis of the information contained in the Textile System Plan and/or its annual updates. KCB arranges surveillance visits to be carried out on an annual basis. Based on all this information, KCB forwards to the Organization the annual offer for surveillance activities, which must be signed for acceptance by the Organization and returned to KCB./监视计划，特别是要审核的生产地点，是基于对过程的风险评估和作为初始审核活动的一部分收集的信息，以及纺织系统计划和/或其年度更新中包含的信息。KCB 每年都会安排监督活动。在所有这些信息的基础上，KCB 向组织提交监督活动的年度报价，该报价必须由组织签字接受并返回 KCB。

Prior to performing an announced periodic surveillance audit, KCB shall send to the certified organization an audit agenda 10 days prior to the opening meeting of the audit. For unannounced audits, KCB is not required to send an audit agenda in advance of the audit./ 在执行监督审核前，KCB 应于首次会议召开 10 日前，向被认证组织发送审核议程。对于不通知的审核，KCB 不需要在审计前发送审核议程。

Announced surveillance audits will be performed with the following activities: /通知的的监督审核将进行下列活动:

- Opening meeting/首次会议
- Review of any outstanding nonconformity with the relevant corrective action plan and corrective actions implemented/评审任何突出的不符合项，以及相关的纠正措施计划和已实施的纠正措施
- Documents and records review/文件和记录评审
- Onsite audit of production area(s) including storage area(s)/ 生产区域(包括仓库)的现场审



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- Interview of a sample of relevant employees (in confidence and without the presence of management representative(s)/ 与有关雇员进行面谈(在保密的情况下，并无管理层代表在场)
- Sampling of relevant certified products (in the presence of a management representative(s)/ 在管理人员代表在场的情况下对相关认证产品进行抽样
- Closing meeting with presentation of audit findings/召开审核结果的末次会议

Unannounced surveillance audits may be required in the following situations: /在下列情况下，可能需要进行不通知的监督审核：

- Evidence of misleading claims by the certified organization, including misuse of the certificate./ 认证组织有误导性声明的证据，包括误用证书。
- Justified and documented complaint(s)/ 合理的和文件化的投诉。
- In case of fraud, such as after a suspension decision there is evidence that the organization is still trading certified products./ 如有欺诈行为，例如在被暂停交易后，有证据表明该组织仍在交易认证产品。
- In case of court case that may indicate that the organization has not fully complied with all relevant certification requirements. /如在诉讼案件中发现该机构没有完全遵守所有有关的认证规定。
- At the request of the scheme owner. /应标准制定方的要求

KCB surveillance audits are normally performed through document review and an onsite audit. However, in case of special circumstances and if allowed by the scheme owner, KCB may perform remote surveillance audits./ KCB 监督审核通常通过文件审查和现场审核进行。但是，在特殊情况下，如果标准制定方允许，KCB 可以进行远程监督审计。

KCB Remote audits will include the following activities: /KCB 远程审核将包括以下活动：

- Opening meeting/首次会议
- Documents and records review,/文件和记录审核
- Review of any outstanding nonconformity with the corrective action plan and corrective action implemented,/ 评审任何突出的不符合项，以及相关的纠正措施计划和已实施的纠正措施，
- Review of list of certified products and related records, /审核认证产品清单及相关记录；
- List of suppliers and raw material records whenever relevant,/ 供应商清单及相关原材料记录；
- Onsite audit of production area(s) including storage area(s)/ 生产区域(包括仓库)的现场审核
- List of buyers and sales records whenever relevant, /买家清单及相关销售记录，
- Traceability exercise,/追溯
- Review of communication material including organisation's website,/审核宣传资料，包括组织网站，
- Remote interview(s) of selected relevant organisation's personnel./对选定的有关组织的的

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人员进行远程访谈。

- Closing meeting with presentation of audit findings/召开审核结果的末次会议

5.8 Renewal audit/复审

Audits shall be conducted annually for each certified organization. Renewal audits should be completed no later than 60 days prior to the expiry of a scope certificate. Renewal audits are announced audits that follow the same process flow as an initial certification audit./ 对每个认证组织应每年进行一次审核。复审核应不迟于范围证书到期前 60 天完成。更新审核是按照与初始认证审核相同的流程进行的通知审核。

Renewal audits shall be performed through document review and an onsite audit, unless any particular exception granted by the scheme owner./复审应通过文件审查和现场审核进行，除非标准制定方批准任何特殊的例外情况。

KCB will need to make a new certification decision after each renewal audit. If major or critical nonconformities are detected during a renewal audit, KCB may take a negative certification decision and the organization's certificate may not be renewed until full conformity with the relevant requirements have been demonstrated./ KCB 需要在每次复审后做出新的认证决定。如果在复审中发现重大或关键的不符合，KCB 可以采取否定认证决定，直到证明完全符合相关要求，组织的证书才可以更新。

In exceptional circumstances, KCB may decide to make a positive certification decision under specific conditions such as:/ 在特殊情况下，KCB 可以在以下特殊情况下做出积极的认证决定

- A new audit to be performed within a specified timeframe,/ 在指定时间内进行新的审核，
- A revised deadline for a non-conformity so that adequate implementation of the corrective action(s) can be verified,/ 修订不符合项的截止日期，以便验证纠正措施的适当实施
- Conditions shall always have a clear timeframe and if not complied with may lead to the termination of the certificate./ 条件应始终有明确的时限，如不遵守，可导致证书的终止。

5.9 Scope extension or reduction/扩大或缩小范围

A certified organization may require for its certificate scope to be extended at any stage during the one year of the certification cycle. Scope can be extended can correspond to new sites or new products. A formal written request for scope extension shall be sent to KCB before any related claim can be made./ 认证机构可在 1 年的认证周期内的任何阶段要求扩大其认证范围。范围可扩大，可对应新场所或新产品。组织在提出任何相关声明之前，应向 KCB 发出正式的扩大范围的书面请求。

Scope extension requires a document review and onsite audit to take place and a formal decision making process shall be followed as per KCB procedures./ 扩大范围需要进行文件审查和现场审核，并按照 KCB 程序进行正式的认证决定流程。

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Scope extension can be granted or rejected based on the outcome of the KCB audit./可根据 KCB 审核结果批准或拒绝扩大范围。

Scope reduction may also be decided by KCB in the following situations:/ 有下列情形之一的，KCB 也可以决定缩小范围：

- Nonconformity not addressed by the organization which may not be sufficient to lead to a total suspension or withdrawal of the certificate./ 组织未处理不符合，但可能不足以导致证书的全部暂停或撤销，
- At the request of the organization that does not wish to carry on using the certificate for one or more certified product(s)./应认证组织的要求，对证书上的一种或多种认证产品不继续使用。

In such case, KCB will remove the product from the scope of the certificate and a new certificate will be issued./ 在这种情况下，KCB 将从证书的范围中删除该产品，并颁发新的证书。

5.9 Certification suspension/认证暂停

KCB may suspend a certificate in the following circumstances:/ 有下列情形之一，KCB 可以暂停证书：

- Critical nonconformities have been found during the audit or major nonconformities were not adequately addressed within the required timeframe./ 在审核中发现关键不符合项，或者重大不符合项没有在规定的时间内解决。
- Significant changes to the organisation's processes that may have an impact on the product's compliance with relevant standard requirements and that have not been communicated to KCB./ 组织的工序有重大变化，可能会影响产品符合相关标准要求的，且未告知 KCB。
- Not allowing KCB audit team to perform an announced or unannounced audit./
- Fraud, wrong claims or misuse of the certificate./ 不允许 KCB 审核组进行通知和或不通知的审核；
- Failure to pay relevant certification fees./未支付相关认证费用

KCB will notify in writing the organization of the decision to suspend a certificate, specifying the reasons for the suspension and the condition(s) for the suspension to be lifted./ KCB 将会以书面通知组织暂停证书的决定，说明暂停证书的原因和取消暂停证书的条件。

Suspension should have a maximum period of 6 months. If a suspension cannot be lifted within a maximum of 6 months, then KCB shall terminate the certificate./暂停使用的最长期限为 6 个月。因不符合暂停条件而不能在 6 个月内解除的，则 KCB 终止证书。

5.10 Certification termination/认证终止

KCB may terminate a certificate in the following circumstances:/ 有下列情形之一者，KCB 得终

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止证书:

- Failure to lift suspension within the specified timeframe./未能在指定的时间内解除暂停,
- Serious and repeated or systematic fraud, wrong claim or misuse of the certificate./多次或有系统地进行严重欺诈、错误申领或误用证书,
- In case of bankruptcy or if the organization closes its business./ 如果组织破产或关闭业务
- If the legal representative of the certified organization makes a formal request for the certificate to be terminated./认证机构的法定代表人正式要求终止该证书。

KCB will notify in writing the organization of the decision to terminate a certificate, specifying the reasons for the suspension. KCB certification certificate shall be returned by the organization to KCB within 15 days of the date of the written notification./ KCB 将书面通知组织机构终止证书的决定, 并说明中止证书的原因。组织应在书面通知之日起 15 日内将 KCB 认证证书退还给 KCB。

For termination that is due to serious and repeated or systematic fraud, wrong claim or misuse of the certificate, the organization will not be allowed to re-apply to KCB for certification services for a period of 3 years from the date of KCB decision to terminate the certificate./ 因严重的重复的或系统性欺诈、错误声明或滥用证书而终止的, 自 KCB 决定终止证书之日起 3 年内, 不得再向 KCB 申请认证服务。

For TE Scheme: KCS will inform Textile Exchange, Accreditation Body and all direct customers who have received transaction certificates from a certified organization during the previous 12 months when a scope certificate is suspended or withdrawn./ 就 TE 的标准而言: 当范围证书被暂停或撤销时, KCS 会通知纺织品交易协会、认可机构和所有在过去 12 个月内从认证组织收到交易证书的直接客户。

For GOTS, in case reasons for denial or withdrawal of certification include fraudulent activities KCB shall promptly notify Global Standard gGmbH who will circulate among all approved Certification Bodies details of such operators. Certification Bodies must not offer certification to those operators within a period specified by Global Standard gGmbH./ 对于 GOTS 标准, 如果拒绝或撤销认证的理由包括欺诈行为, KCB 应立即通知全球有机纺织品标准组织, 后者将向所有批准的认证机构通报此操作者的详细情况。在全球有机纺织品标准组织规定的期限内, 认证机构不得向此类操作者提供认证。

5.11 Changes to certification requirements/认证要求的变更

KCB shall inform all its clients for Sustainable Textile certification services of any change to the standards requirements./KCB 将及时告知其客户关于可持续发展纺织品认证服务的标准变更。

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6. Complaints and Appeals/投诉和申诉

6.1 General/总则

KCB operates and delivers certification services to the highest professional standards. However, in specific circumstances, you may wish to raise a formal complaint against some of the services delivered by KCB or appeal a specific certification decision./ KCB 以最高的专业标准运作和提供认证服务。然而，在特殊情况下，您可能希望对 KCB 提供的某些服务提出正式投诉，或对特定的认证决定提出申诉。

In order to offer fair and impartial certification decision services, KCB is implementing formal complaint and appeal procedures that are described in the sections below./为了提供公平和公正的认证决定服务，KCB 正在实施正式的投诉和申诉程序，这些程序在下面章节中描述。

6.2 Management of Complaint received/管理收到的投诉

KCB Sustainable textile certified Organisations shall develop and implement a documented procedure for the management of complaints received from third parties. The procedure must include the following requirements: /KCB 可持续纺织品认证机构应制定并实施一套文件化程序，用于管理来自第三方的投诉。该程序必须包括以下要求：

- Record any complaint raised from any interested stakeholders./记录任何有关利益相关者提出的投诉；
- Document and record the results of any investigation performed with respect to the complaint received, /就接获的投诉所进行的任何调查结果，记录在案
- Document and record any action taken to address and resolve the complaint received./记录为处理和解决收到的投诉而采取的任何行动。

6.2 Complaint against KCB/投诉

Any KCB client or any interested party may send a complaint to KCB. A complaint raised to KCB shall comply with the following minimum requirements to be considered by KCB as a formal complaint: /KCB 客户或任何相关方可向 KCB 投诉。向 KCB 提出的投诉须符合以下最低要求，KCB 方可视为正式投诉：

- Be in writing. KCB will not consider informal complaints that are not provided in written format, /用书面形式。KCB 不会考虑没有以书面形式提供的非正式投诉；
- Shall not be anonymous./不能匿名；
- Be fully justified with appropriate description of the issue raised and how this is related to the KCB audit, certification process or any other relevant KCB activity./对所提出的问题进行充分合理的描述，并说明其与 KCB 审核、认证过程或其他相关 KCB 活动的关系。

KCB will record all formal and justified complaints received, will review the complaint within 15 working days after reception, and is committed to responding to the complainant(s) within 45

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working days. If additional time is required to review, address and/or respond to the complaint, KCB will formally inform the complainant and will propose a new timeline to respond. /KCB 将记录所有收到的正式且合理的投诉，并将在收到投诉后 15 个工作日内对投诉进行审核，并承诺在 45 个工作日内对投诉人做出回应。如果需要额外的时间来审查、处理和/或回应投诉，KCB 将正式通知投诉人，并提出新的回复时间。

KCB will ensure that complaints are not reviewed and addressed by any KCB personnel whom may have a conflict of interest./ KCB 将确保投诉不被任何可能有利益冲突的 KCB 人员审查和处理。

KCB will record each complaint that has been accepted together with the action taken to resolve the issue and the response that was sent to the complainant./ KCB 将记录已受理的每一个投诉，以及为解决该问题所采取的行动和发送给投诉人的答复。

If the complainant is not satisfied with KCB response, KCB will provide the contact details of the scheme owner so that appropriate follow-up can take place at the level of the scheme owner. /如投诉人对 KCB 的回应不满意，KCB 会提供有关标准制定方的联络资料，以便在标准制定方层面进行适当的跟进。

6.3 Appeal/申诉

KCB will only receive formal appeals from KCB applicant or certified organisations. Appeals have to be specifically related to: /KCB 只接受来自 KCB 申请人或认证组织的正式申诉。申诉必须具体涉及：

- A KCB certification decision./ KCB 认证决定；
- A decision by KCB to suspend or terminate a certificate./ KCB 暂停或终止证书的决定；
- A nonconformity raised by KCB audit team during an audit process./ KCB 审核组在审核过程中提出的不符合项。

The auditee or the certified client will appeal to KCB within 30 days after receiving the decision or notice of action. Appeal must: /被审核方或被认证客户将在收到 KCB 的决定或诉讼通知后 30 天内向 KCB 提出申诉。申诉必须：

- Be in writing./通过书面；
- Be signed or sealed by the complainant/由投诉人签名或盖章；
- Be fully justified, presenting all relevant evidence related to the case./ 有充分理由，提出与本案有关的所有证据；
- Be with clear reference to relevant normative reference./明确参考相关的规范

All appeals will be dealt with as per KCB appeal procedure, as follow: 所有申诉将按照 KCB 申诉程序处理，如下：

- Appeal will be reviewed by a qualified KCB personnel who has not been involved in any certification activity related to the organization./ 申诉将由一名合格的 KCB 人员进行审查，该人员未参与任何与组织有关的认证活动，



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- KCB can reject an appeal if the evidence provided is not sufficient to justify for KCB decision to be reviewed./如果所提供的证据不足以证明对 KCB 的决定进行复审，KCB 可以驳回申诉。
- If the appeal is accepted, the Quality Department fills in the “Appeal/Complaint and Dispute Acceptance Record” and reports to KCB's top management and management representatives within 2 working days. The investigation team shall be composed of personnel who have not audited and certified the party involved in the appeal, and the management representative appoints the head of the investigation team to conduct an investigation./如申诉获接纳，质量部在收到申诉材料后，在 2 个工作日内填写《申诉/投诉及争议受理记录》，并向公司最高管理者和管理者代表报告。调查组由未对申诉当事人进行审计和证明的人员组成，由管理者代表任命调查组组长进行调查。
- The investigation team organizes investigation, confirmation, analysis and evidence collection of the appeal: /调查组组织申诉的调查、确认、分析和证据收集：
 - o Both the complainant and the respondent should be required to provide sufficient factual evidence and written materials. /要求申诉方与被申诉方均应提供充分的事实证据和书面材料
 - o The working group shall arrange for the representatives of the party to appeal and the party to response to present their reasons fully./工作组应安排申诉方与被申诉方代表充分陈述理由。
 - o Investigate, confirm, analyze and collect evidence of the reasons and facts of the appeal to determine the validity of the application./对申诉理由和事实进行调查、确认、分析和取证，以确定申请的有效性。
 - o Propose the relevant measures to respond to the appeal, that is, to process opinions or conclusions./ 提出回应申诉的相关措施，即处理意见或结论。
- The investigation team forms a written report after investigation, confirmation, analysis and evidence collection results, as well as processing opinions or conclusions./调查组经过调查、确认、分析和取证结果以及处理意见或结论，形成书面报告。
- The leader of the investigation team convened a meeting to review the results of the treatment and, if necessary, refer to the results of previous similar complaints./调查组组长召集会议，审定处理结果，必要时可以参考以前类似申诉的结果。
- The reasons for the appeal are established and are the responsibility of the company. The representative of the company manager is responsible for organizing the relevant departments to analyze the reasons for non-conformity according to the relevant provisions of the Procedures for Corrective/Preventive Measures, taking corrective measures, forming documents and verifying their validity. When the auditee or the certified customer is required to review, the audit department shall conduct the review in accordance with the requirements in the certification procedure. /申诉理由成立，属公司责任，公司管理者代表负责按照《纠正/预防措施程序》中有关规定，组织相关部门分析不符合产生的原因，采取纠正措施，形成文件并验证其有效性；如果认为对受审核方或获证客户应予复审时，由审核部按照认证程序中的要求实施复审。
- The problem in the appeal is not the responsibility of the company, but it is related to the company's certification audit work, and should be taken in the same way, and appropriate

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improvement measures should be taken. /申诉中的问题不属于公司的责任, 但与公司认证审核工作有关, 应举一反三, 采取适当的改进措施。

- The reasons for the appeal are established, and the costs of the appeal investigation and the cost of the review are borne by the company. The reason for the appeal is not established and the claimant shall bear the expenses. /申诉理由成立, 申诉调查处理费用及复审费用由公司承担。申诉理由不成立, 由申诉方负担费用。
- The confirmation of the appeal and the progress of the investigation and the final processing result shall be sent to the appealing party in writing by the Quality Department. The final processing result will be accepted from the formal acceptance, no later than 6 months./申诉的确认和调查处理进展情况和最终处理结果, 由质量部以书面形式送交申诉方。最终处理结果自正式受理申诉, 最迟不超过 6 个月。

Please note that an appeal, even if accepted by KCB, is not suspensive of the decision subject to the appeal./请注意, 申诉即使被 KCB 接受, 也不意味着申诉后的决定被中止。