



ORGANIZATIONAL GUIDELINES

OS 14


RESOLUTION OF COMPLAINTS

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Approval procedure	Name and function	Date	Signature
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	OS 14	Issue #2
	RESOLUTION OF COMPLAINTS	Change #0
		Page 2/5

CONTENT

1. PURPOSE	3
2. AREA OF APPLICABILITY	3
3. AUTHORITIES AND RESPONSIBILITIES	3
4. EMPLOYMENT RATIO	3
4.1 Application of Complaint Record	3
4.2 Complaint Assessment and Resolution	4
4.3 Complainant's understanding	4
4.4 Complaint Closure	4
5. DOCUMENTATION	4
6. RECORD SHEET OF CHANGES	4

	OS 14	Issue #2
	RESOLUTION OF COMPLAINTS	Change #0
		Page 3/5

1. PURPOSE

The purpose of this organizational directive is to determine procedures and responsibilities for resolving any complaints received from company employees, or from an external interested party at Elektromont servis Brno, spol. s.r.o

2. AREA OF APPLICABILITY

This organizational guideline is valid for all employees of Elektromont servis Brno, spol. s.r.o

3. AUTHORITIES AND RESPONSIBILITIES

The company manager is responsible for:

- assessment of the received complaint - appointment of a committee to assess the complaint - solving and taking measures for the received justified complaint.

The authorized employee for the resolution of complaints is

- responsible for: - resolving the complaint procedure - informing the employee / interested external party about the outcome of the complaint resolution - storing records of complaints.

4. PROCEDURES OF ACTIVITIES

The person authorized to resolve complaints in the company, raised by the company's employees themselves or a third party, is Mrs. **Michaela Elšíková** - hereinafter referred to as the authorized person.

The authorized person is considered impartial.

Examples of complaints filed by employees or interested (third) parties:

- Complaint about non-compliance with human rights principles.
- Non-compliance with established procedures for the protection of individual components of the environment.
- Non-observance of normal ethical mutual business principles.


The principle is observed that the complainant can be anonymous if requested. The identity of the complainant can be confidential, it depends on the complainant himself which option he chooses, whether he submits a complaint and states his name or remains anonymous.

The management of the company accepts the ultimate commitment not to take retaliatory measures or steps against potential complainants.

4.1 APPLICATION OF COMPLAINT RECORD

Any employee of the company has within Elektromont servis Brno, spol. s ro the right to file a complaint regarding, for example, organizational matters, working conditions, social areas, etc.

External interested parties, such as suppliers, business partners, etc., have the same right in relation to the company.

	OS 14	Issue #2
	RESOLUTION OF COMPLAINTS	Change #0
		Page 4/5

A company employee always submits his complaint in writing in the form of a Complaint Record document. This record is available to staff in electronic form in the Quality System Documentation List shared directory, where the document can be downloaded and used via hypertext.

The complaint of an external / third interested party is recorded by the worker who received the complaint in the same document, or is a document provided to a third party for completion.

The record states: - in which form the complaint was submitted - description of the subject of the complaint - optional - who is the author of the complaint / anonymous submission.

The complaint is submitted anonymously by the person making the complaint or his representative to the authorized worker, by sending it to the e-mail address: melsikova@gmail.com, or in another appropriate chosen way.

The authorized person will provide feedback to the complainant - confirmation of receipt of his complaint, if the complainant is known.

4.2 COMPLAINT ASSESSMENT AND RESOLUTION

The authorized person shall add to the Complaint Record the persons designated for resolution. The persons involved are usually: -

company manager - PVJ - senior

employee whose organizational unit the complaint concerns - or another invited worker depending on the subject of the complaint.

The authorized person then describes in the Complaint Record: - the course and result of the complaint assessment - the measures taken and agreed upon by the assessors.

4.3 UNDERSTANDING OF THE COMPLAINT

The authorized person is responsible for communicating the outcome of the complaint to the complainant, if the complainant is known and has requested feedback.


In the record, he shall indicate in what form and when the feedback was given to the author of the complaint and add any final position of the complainant to the resolved area of the complaint.

4.4 COMPLAINT CLOSURE

By informing the author of the complaint about the solution and the measures taken, this process is closed.

If the author of the complaint does not agree with the result, he can file a new complaint, which will again be dealt with by the same steps.

Received and resolved complaints are part of the periodic review of the quality system by the company's management, which is carried out once a year. As part of this review, the effectiveness of all received complaints and their action is evaluated. Additional systemic measures may be taken for repeated complaints.

	OS 14	Issue #2
	RESOLUTION OF COMPLAINTS	Change #0
		Page 5/5

Records of complaints remain with the authorized person.

5. DOCUMENTATION

Related documentation:

- OS 1 Organizational rules
- OS 3 Work order

6. RECORD SHEET OF CHANGES

ISSUE NO.	CHANGE NO. / PAGE NO.	DESCRIPTION OF CHANGES	VALID FROM
1	-	Newly processed document	1/10/2020
2		Updated and clarified solution description	1/6/2023