



**Description of Process for Handling Appeals and Complaints regarding Personal Certificates**

Date 06-05-2024

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## **Description of Process for Handling Appeals and Complaints regarding Personal Certificates**

Appeals and complaints concerning personal certificates or individuals who hold certificates from Dancert may be submitted in writing to [info@dancert.dk](mailto:info@dancert.dk)

Appeals and complaints are handled identically.

The appeal or complaint is presented to Dancert's CEO. The CEO will determine whether the appeal or complaint pertains to Dancert's certification activities. The person who has submitted the appeal or complaint receives confirmation that the appeal or complaint has been received, and whether it concerns Dancert's certification activities.

The CEO appoints a person at Dancert to handle the complaint. This person must not be involved in the certification in question.

The person submitting the appeal or complaint may be contacted in order to reach a common understanding of the case. An orientation regarding the course of the case may also be provided.

If any agreements are reached, they will be confirmed in writing.

In case of a warranted complaint concerning a person who holds a certificate, the person will have the complaint presented to him/her.

Once the appeal or complaint has been processed, the person who submitted the appeal or complaint will be informed of the results.

According to Dancert's General terms and conditions for certification, inspection and approval, 10.2: If Dancert finds the complaint to be unjustified, the complainant is obliged to pay all Dancert's eventual costs in connection with the processing of the complaint and the resumption of the commissioned work.