

## Complaints and appeals procedure

Materiaal Metingen Testgroep considers all complaints and appeals as a possible opportunity to improve its services and implement corrective and preventive action measures. Materiaal Metingen Testgroep is committed to monitoring and achieving continual improvement in all areas of its activities.

### Complaints:

We take complaints about our work, staff and levels of service very seriously. If you are not satisfied, please send your complaint to our quality department. What information we'll need from you:

- a clear, detailed description of what your complaint is about.
- copies of any letters or emails related to the complaint.
- relevant report or procedure numbers.

### Appeals:

Appeals are requests by an client for reconsideration of the outcome of an inspection or test.

To change the outcome of an inspection or test authentication of all relevant details is required. Authentication means that all information can be verified as accurate and correct through an independent source, other than the complainant. It is the responsibility of the complainant to submit information that can be authenticated.

Complaints and appeals should be send to our quality department: [quality@mme-group.com](mailto:quality@mme-group.com). Our quality department will investigate the complaint and will decide in cooperation with the involved department(s) which measures will be taken.

After investigation we will return an answer. We aim to respond to complaints and appeals within 5 working days. If we can't reply to you within this time, we will let you know and tell you when you can expect a reply.