

# Complaint and appeal procedure - public

Date 7 July 2026  
To

Document no. QMS\_012  
Customers and stakeholders

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### 1. Goal

The goal of this document is to describe the procedure that the IT Security Evaluation Facility (ITSEF) and the Certification Body (CB) follows when they receive either a complaint or appeal. This procedure is intended to be shared with stakeholders to inform them how the company acts in such situations, ensuring transparency and accountability in our processes.

Brightsight ensures that the submission, investigation, handling and decision of appeals are conducted in an impartial, fair and non-discriminatory manner. No adverse or discriminatory actions are taken against appellants or complainant as a consequence of submitting an appeal or complain.

### 2. Who to contact?

IT Security Evaluation Facility (ITSEF)	Certification Body (CB)
<ul style="list-style-type: none"> <li>■ Account Manager, or</li> <li>■ Project Manager, or</li> <li>■ Quality Manager, <a href="mailto:brs.qualityandsecurity@sgs.com">brs.qualityandsecurity@sgs.com</a></li> </ul>	<ul style="list-style-type: none"> <li>■ Account Manager, or</li> <li>■ Certification Manager, or</li> <li>■ Quality Manager, <a href="mailto:brs.cb.quality@sgs.com">brs.cb.quality@sgs.com</a></li> </ul>

This person is your Point of Contact (PoC) for the complaint<sup>1</sup> or appeal<sup>2</sup>.

<sup>1</sup> ISO 17000 Conformity assessment – Vocabulary and general principles – A complaint is an expression of dissatisfaction, other than appeal, by any person or organization to a conformity assessment body or accreditation body, relating to the activities of that body, where a response is expected.

<sup>2</sup> ISO 17000 Conformity assessment – Vocabulary and general principles – A appeal request by the provider of the object of conformity assessment to the conformity assessment body or accreditation body for reconsideration by that body of a decision it has made relating to that object.

### 3. Process

When a formal complaint/appeal is received, the PoC ensures that the complaint/appeal is registered according to Brightsight Quality Management System (QMS) and informs the complainant/appellant.

If the PoC is involved in the complaint/appeal another PoC will be assigned, and this person will be announced to the complainant or appellant.

- When the complaint/appeal investigation is received, the PoC:
- acknowledges the receipt and informs the complainant/appellant about further steps
- informs the relevant responsible persons within Brightsight.

#### Complaints process

The following steps are taken:

1. *Initiating*: The PoC informs the applicable Quality Manager, and a complaint owner is assigned.
2. *Assessment*: The owner
  - gathers all necessary information to verify and validate the complaint
  - investigates the cause and extent of the complaint
  - proposes a resolution with actions, who will execute the actions and when. One action is to inform complainant.
3. *Authorisation*: The owner proposes the resolution to a member of the Management Team or a Location Manager to approve the resolution and any statement to the complainant
4. *Reporting*: The PoC reports
  - to complainant when useful or applicable intermediate status updates and the final outcome after authorisation
  - to Quality Manager progress, conclusion and completion.

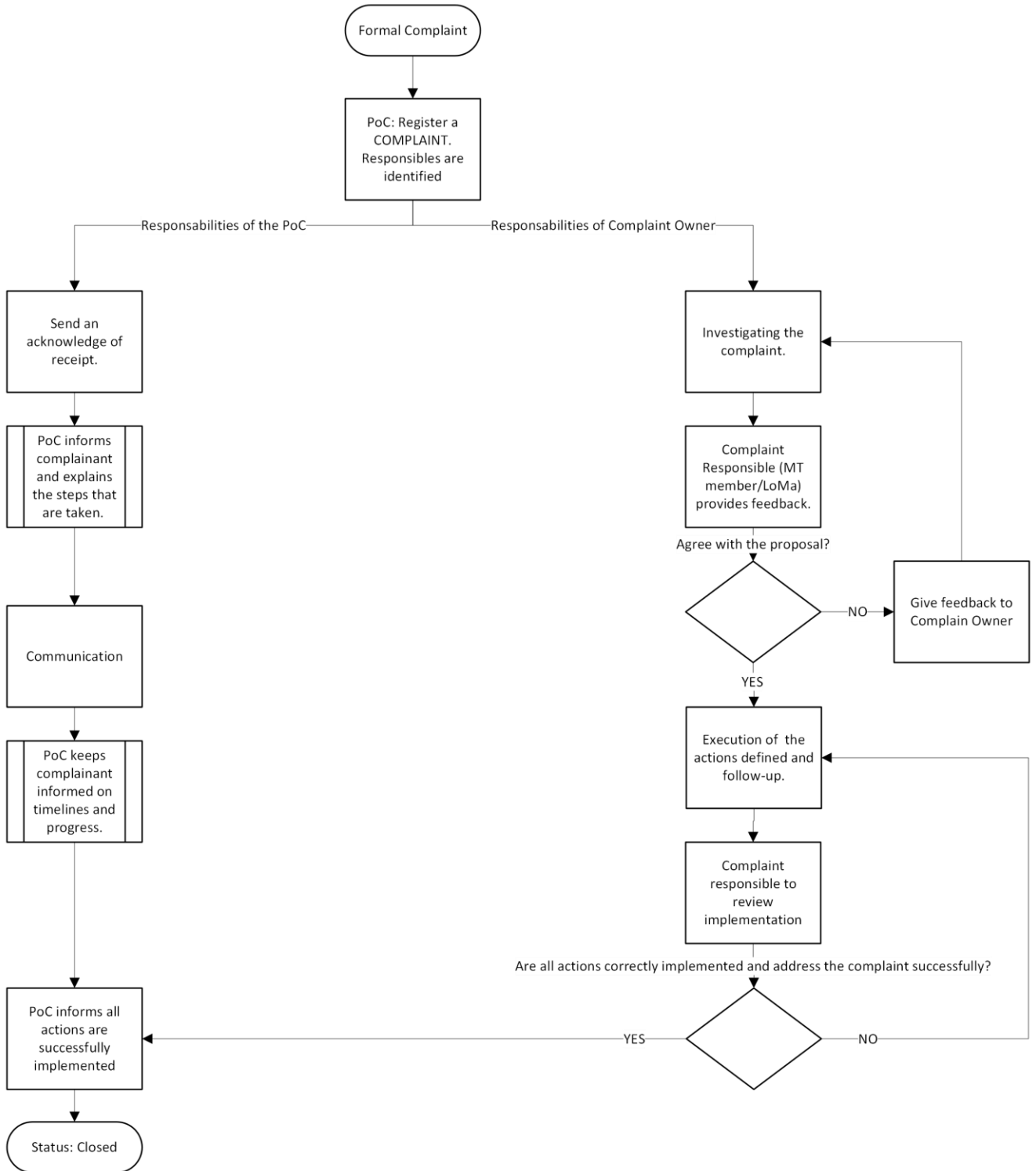


Figure 1. Complaint Flow

### 3.1. Appeals process

The following steps are taken:

1. *Initiating*: The PoC informs the applicable Quality Manager, and an appeal owner is assigned<sup>3</sup>.
2. *Assessment*: The owner
  - gathers all necessary information to verify and validate the appeal
  - investigates the cause and extent of the appeal
  - proposes a resolution with actions, who will execute the actions and when. One action is to inform appellant
3. *Authorisation*: The owner proposes the resolution to a member of the Management Team, Certification Manager to approve the resolution and any statement to the appellant.
4. *Reporting*: The PoC reports
  - to the appellant, formally notifying them of the outcome and the end of the appeal process
  - to Quality Manager progress, conclusion and completion.

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<sup>3</sup> According to point 7.13.6 of ISO 17065, To ensure that there is no conflict of interest, personnel (including those acting in a managerial capacity) who have provided consultancy (see 3.2) for a client, or been employed by a client, shall not be used by the certification body to review or approve the resolution of a complaint or appeal for that client within two years following the end of the consultancy or employment.

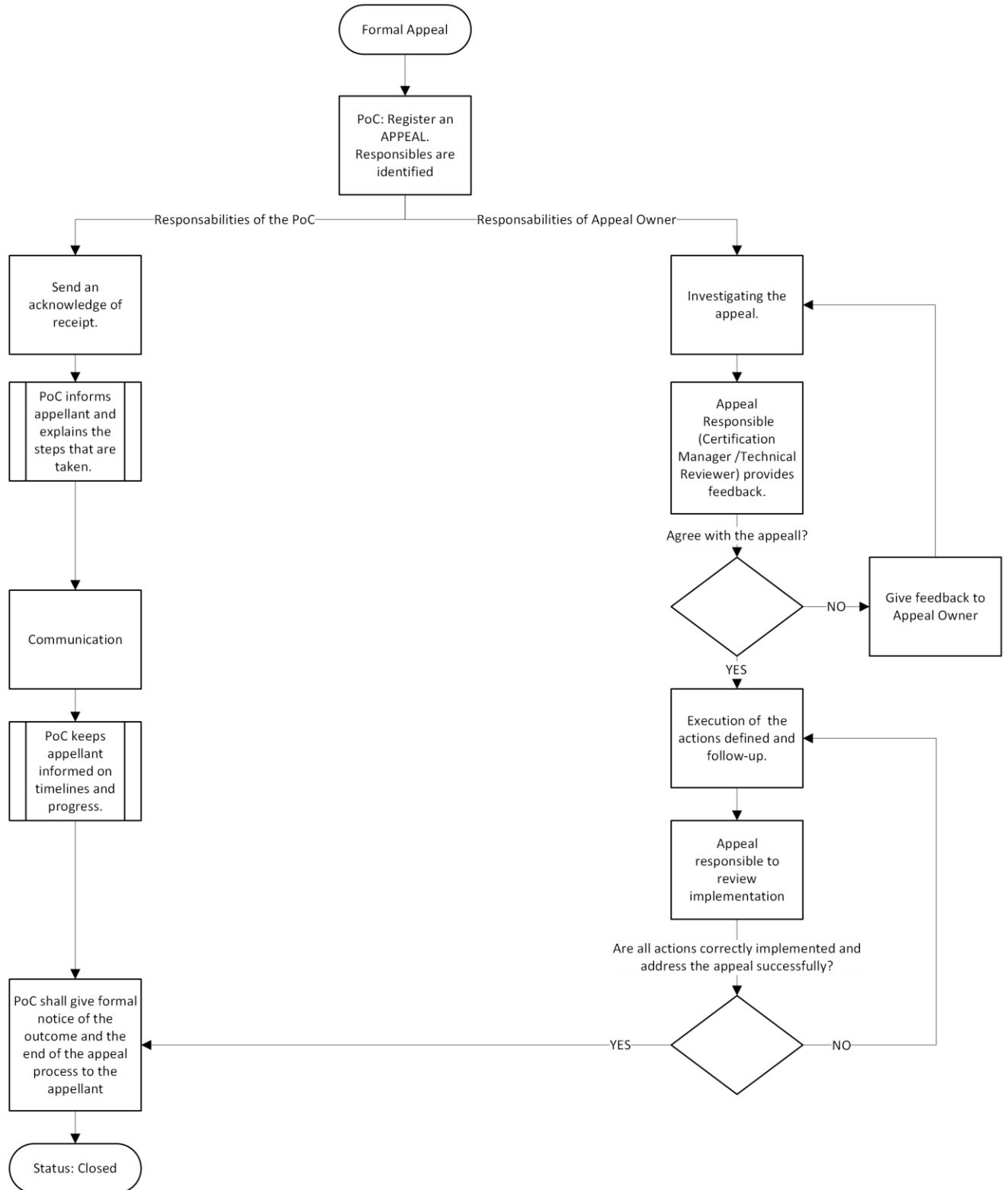


Figure 2. Appeal Flow

## 4. Change history

Version	Review	Date	Changes and/or amendments
1.0	MT		<ul style="list-style-type: none"> <li>■ Initial version</li> </ul>
2.0	MVIC/	25/07/2024	<ul style="list-style-type: none"> <li>■ Inclusion CB with appeal and ISO17065</li> </ul>
3.0	SCAS	08/04/2025	<ul style="list-style-type: none"> <li>■ New Brightsight logo has been updated.</li> <li>■ Table of content has been added.</li> <li>■ Section "1. Goal" has been added.</li> <li>■ Section 3: general approach for formal complaints and appeals is described and the section has been divided in two subsections:               <ul style="list-style-type: none"> <li>■ 3.1. Complaints: Figure 1 has been added. Procedure remains the same.</li> <li>■ 3.2. Appeals process: new section that describes the steps to take to complete an appeal's process.</li> </ul> </li> </ul>
4.0	RKEM	24/04/2025	Spelling mistakes have been corrected.
5.0	PLOP	07/07/2026	The following statement has been added: <i>Brightsight ensures that the submission, investigation, handling and decision of appeals are conducted in an impartial, fair and non-discriminatory manner. No adverse or discriminatory actions are taken against appellants or complainant as a consequence of submitting an appeal or complain</i>

### Approval

Date 7 July 2026 | This document is approved by Global Quality Manager of ITSEF and CB (Owners)