



## How to submit complaints, observations and appeals

RINA Services has always considered complaints as an incentive to improve the quality of the service provided.

This document describes how third and interested parties can file a **complaint** with RINA Services concerning its activities, submit an **observation** concerning an organisation which has been certified by RINA Services or **appeal** against a RINA Services decision.

Complaints or observations concerning the work of RINA Services can be sent to through the [crt.accreditation@rina.org](mailto:crt.accreditation@rina.org) mailbox and to the nearest RINA Services office<sup>1</sup>.

Appeals are to be sent to the RINA Services by registered letter with return receipt.

The complaint, observation or appeal must include all the data enabling RINA Services activity for which a complaint is being filed to be identified, the data of the certified organisation and of the certified product/service for which an observation is being made and your data so that we can contact you and keep you informed of the action being taken as a result of your complaint and/or observation.

Generally, within 15 days of receipt of the complaint, observation or appeal, you will be sent a communication informing you of the action being taken against the organisation in question.

On receipt of the complaint, observation or appeal, RINA Services will investigate the matter and, at the end of the investigation, you will be sent a communication informing you of the outcome of the inquiry and the action taken by RINA Services.

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<sup>1</sup> The contact details are provided on the "contact" webpage of the RINA website (<https://www.rina.org/it/contacts>).