ORGREZ, a.s., Ambient air monitoring and fuel analysis division, Proficiency Testing Group
tř. Budovatelů 2531 | CZ 434 01 Most
+420 476 702 207 | szz@orgrez.cz
www.orgrez.cz

Procedure for filing and handling complaints and appeals in SZZ

Complaints and appeals SZZ accepts in writing:

- electronically by email at szz@orgrez.cz or
- by mail to the address ORGREZ, a.s., tř. Budovatelů 2531, 434 01 Most, Czech Republic

Complaints

Any complaints are usually dealt with by the SZZ within 14 days of their submission.

- Upon receipt of a complaint, the SZZ will gather all the information necessary to determine whether the complaint relates to the activities of the SZZ and whether the complaint is justified.
- If the complaint is justified, the SZZ will propose a solution.
- The customer is informed in writing (by email) about the acceptance, validity, progress, and outcome of the complaint investigation. If the complaint is resolved quickly, the above stages of the resolution process can be sent in a single message.

Appeals

Participants may appeal against the results and conclusions stated in the report within the deadline specified in the schedule determined during the planning of the PT programme. The deadline for appeals is usually 30 days. Any appeals are usually processed by the SZZ within 14 days of the deadline for their submission.

- Upon receipt of an appeal, the SZZ will gather all the information necessary to determine whether the appeal is justified.
- If the appeal is justified, the SZZ will propose a solution.
- The customer will be informed in writing (by email) about the acceptance, justification, progress of the investigation, and outcome of the appeal. If the appeal is processed quickly, the above steps can be sent in a single message.