

Complaint (claim) handling regulations

1. When points at issue arise for measures taken pertaining to the application for product testing, the decision to refuse product tests, test results and other matters concerning testing, the customer is entitled to file a complaint (claim).

2. Complaints (claims) are accepted for consideration if officially filed in a written form addressed to the Director of the branch ‘Institute of Radiation Safety and Ecology’ RSE ‘National Nuclear Center of the Republic of Kazakhstan’ (hereinafter referred to as the branch ‘IRSE’). A complaint (a claim) shall be signed by the applicant.

3. A complaint (a claim) is registered as incoming mail in the branch ‘IRSE’, recorded in the Log book of complaints (claims) and is thereafter forwarded to be considered by the Board of Complaints (claims), the membership of which is approved by the order of the Director of the branch ‘IRSE’.

4. The board addresses a complaint (a claim) and makes a decision recorded in the protocol. If necessary, peer-review experts are involved in the meeting.

5. While a complaint (a claim) is under consideration, it may become necessary to receive materials or take supplementary actions. In this case, the Board may be assembled again.

6. Results of addressed complaints (claims) are reported to the Director of the branch ‘IRSE’. Based upon the discussion, a written reply is prepared for the customer describing the decision made.

7. The time taken to consider a complaint (a claim) – 15 days since the receipt by the branch ‘IRSE’, and, to be additionally examined and checked – 30 consecutive days after the receipt.

8. In the event of the applicant’s dissent with the decision made on the complaint (claim), the applicant is entitled to file a complaint (a claim) to RSE ‘National Nuclear Center of the Republic of Kazakhstan’ or RSE ‘National Accreditation Center’ pursuant to the applicable law of the Republic of Kazakhstan.