

**IKATES, s.r.o.**  
**Laboratory for glass and building products testing**

**COMPLAINT HANDLING PROCEDURE**

**1. Submitting a complaint**

The complaint is submitted in writing with the exact wording of the subject of the complaint:

- in person at the secretariat of IKATES, s.r.o.;
- by registered mail to the address IKATES, s.r.o., Testing Glass and Building Products, Tolstého 186, Řetenice, 415 03 Teplice;
- electronically to the e-mail address [ikates@ikates.cz](mailto:ikates@ikates.cz) or [ikates@seznam.cz](mailto:ikates@seznam.cz)

It must be clear from the complaint who is applying it (with the exception of anonymous complaints), what it concerns and, if applicable, a proposal for its solution. It is advisable for the complaint to be accompanied by relevant written evidence. The complaint is investigated by a worker who is independent from the point of view of the given activity, if possible.

**2. The solution process**

The testing laboratory manager or his representative registers the complaint and within 14 days confirms receipt to the complainant (if possible) and provides him with reports on the processing status and the result.

Note: in the case of a more complex complaint resolution, the complainant is notified in writing of the possible payment of costs associated with the solution, if it is found to be unjustified, and the further procedure will be conducted in the form of a contract.

The head of the testing laboratory is responsible for maintaining the complaint in the complaint register and is responsible for its handling.

The officer will investigate the complaint and decide what action needs to be taken in response to it. Actions taken to resolve the complaint will be recorded on the complaint record form. The test laboratory manager is responsible for ensuring that all appropriate steps have been taken.

If the complaint is recognized as justified, it must be resolved within 1 month from the date of submission (e.g. with a replacement service to the corresponding extent free of charge).

Outputs from complaints are carried out, reviewed and approved by a person who is not involved in the activity that is the subject of the complaint; if this cannot be ensured, an external worker is involved in the review and approval of the output.

Upon completion of the complaint handling process, the Testing Laboratory Manager will provide the complainant with a formal notice of termination of the process (if applicable).

Prepared on 2024-05-30

Jiří Stránský  
testing laboratory manager