



EuroUSC – Benelux België BV
Steenweg naar Halle 282
1652 Alsemberg
admin@eurousc.aero
www.eurousc.be

COMPLAINTS PROCEDURE

Please find below the procedure to enter a formal complaint regarding our services. This documentation is publicly available at <https://www.eurousc.nl/downloads>.

Legal basis

EuroUSC-Benelux BV and its affiliated subsidiaries (hereafter: EuroUSC) is a Qualified Entity, active in unmanned aviation. This accreditation is given by CAA-NL and is based on EU 2018/1139, article 69 and Annex VI:

The qualified entity and the staff responsible for the certification and oversight tasks must carry out their duties with the greatest possible professional integrity and the greatest possible technical competence and must be free of any pressure and incentive of any type, in particular of a financial type, which could affect their judgement and decisions or the results of their certification and oversight tasks, in particular from persons or groups of persons affected by those results.

In order to fulfil the high quality standards as a Qualified Entity and ensure that an formal complaint can be filed, traced and resolved independently, in order not to influence existing ongoing certification processes, please execute the following procedure:

The Complaint procedure is compliant with ISO 9001 and ISO 17021 standards, as published by ISO.

Step-by-step procedure

1. FILE THE COMPLAINT

Using this form, please complete the following information and send it to admin@eurousc.aero

- Assessee / Company name: _____
- Person name: _____
- Contact details: _____

- Certification Standard used or Assessment process involved: _____
- Complaint:
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 - _____
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2. RECEIPT OF THE COMPLAINT

- After filing the complaint by e-mail;
- Automatically, the complaint will be logged in our Customer Relations Management tool and you will receive a notification that it was correctly received.
- The Office Manager will distribute the complaint to the employee who holds the role as Head of Complaints. This person is never directly involved in the audits or certification process as member of the Audit Team, nor is he/she involved in the Audit Committee.

3. COMMUNICATION

- Within two weeks after filing the complaint, the Head of Complaints will give a formal written response. This response will state whether the complaint is considered valid. If the complaint is not considered valid, the complaint procedure is closed and the customer is informed.
- If the Complaint is considered valid, within a month after filing the Complaint, the Head of Complaints will give a formal written response on how to resolve the filed Complaint and measures to solve the Complaint on a structural level, so that is less likely to occur in the future.

4. PRICE

- There is no fee involved in filing complaints. No charges will be made.

5. FOLLOW-UP

- If the Assessee is not happy with the Complaint resolution, or does believe it is a valid complaint, while the Head of Complaints marked the Complaint as not valid, the Assessee can address the local oversight authority. The contact details can be found on:
 - <https://economie.fgov.be/belac>