

How to submit:

Compliments, complaints, information on certified organizations or appeals to RINA Services

RINA Services has always considered with great attention the customers' satisfaction evaluating any compliments or complaint as an opportunity improvement in the quality of its services.

This document describes how stakeholders and interested parties can submit compliments or complaints to RINA Services concerning its activities, submit information concerning an organisation which has been certified by RINA Services or appeal against a RINA Services decision.

Compliments, complaints, information and appeals on RINA Services activities or information on organizations certified by RINA Services shall be submitted via e-mail to:

crt.accreditation@rina.org

Moreover, appeals shall also be despatched to the pertinent RINA Services office, by registered letter with return receipt¹.

Compliments and complaints shall include all the data required to allow RINA Services to properly identify the activity involved, together with the relevant claimant contacts.

Information shall detail all the relevant data concerning the certified organisation and the certified product/service involved, together with the relevant claimant contacts.

Communication confirming the compliment, complaint or information receipt will be provided by RINA Services. The complaint or information will be analysed and the subject investigated in order to properly manage and resolve the issue in the most effective way in a timely manner, depending from the action required. At the end of the investigation the outcome of the analysis and action taken will be communicated to the claimant by RINA Services.

Please note that, in order to effectively manage the submission of compliments, complaints, information or appeals, the official channels shall be used:

- E-mail to crt.accreditation@rina.org for submission of any compliment, complaint or information;
- E-mail to crt.accreditation@rina.org and registered letter with return receipt to the pertinent RINA Services office, for submission of any appeal.

¹ For contacts details please refer to RINA website <https://www.rina.org/it/contacts>