1. Scope

This certification procedure applies to the conformity assessment of non-destructive testing (NDT) processes, as utilised by the workshops in the maintenance of rail vehicles.

The NDT during and at the conclusion of the maintenance of rail vehicles is considered a service in the sense of EN ISO/IEC 17065 – in other words, an activity that takes place at the interface between suppliers (here: railway maintenance workshop) and customers (e.g. keepers, railway undertakings, ECMs) and exhibits intangible aspects.

The procedure serves in particular to increase the trust between the parties who carry out the maintenance of railway vehicles and components (workshops) and their customers (e.g. keepers, railway undertakings or ECMs). For example, it can be used in connection with the technical assessment and recognition of railway maintenance workshops by VPI European Rail Service GmbH (VERS) and satisfies the requirements of EU Regulation 779/2019 (ECM certification) and of the ECM certification scheme of the European Union Agency for Railways with regard to non-destructive testing processes in railway maintenance.

The conformity assessment for the NDT processes within the framework of this certification programme is based on an evaluation of the following areas:

- Organisational integration of the NDT processes on railway-specific components into the maintenance programme of the workshop
- Qualifications, competence, training and supervision of the testing personnel with a focus on railway maintenance
- Technical suitability and regular inspection of the testing equipment with a focus on railway maintenance
- Suitability of the documents (e.g. test instructions) for performance of the NDT in the railway maintenance sector
- Records of the test conditions and test results
- Communication of NDT-related data both within the workshop and with the maintenance customer
- Suitability of the test conditions and test environment for performance of the NDT in the railway maintenance sector
- Organisation of the testing procedures, performance of the tests and practical skills of the testing personnel during NDT on railway-specific components

The certification procedure is applied to the non-destructive testing of railway vehicles and their components in the maintenance of rail vehicles using the following NDT methods:

- Magnetic particle testing (MT)
- Ultrasonic testing (UT)
- Visual inspection (VT)
- Penetrant testing (PT)
- Eddy current testing (ET)

2. Normative principles of the certification process

2.1 Conformity assessment of the NDT process

The basis for the conformity assessment process is the technical specification of VERS:

Requirements of workshops performing non-destructive testing on vehicles and their components in the railway maintenance sector

The goal of this certification programme is to structure the conformity assessment of the NDT processes in railway maintenance in a clearly measurable, objectively verifiable fashion that is standardised across Europe.

For the evaluation and assessment of the NDT processes, the conformity is assessed according to the requirements defined in the following documents:

- Technical specification "General requirements of workshops performing non-destructive testing in railway maintenance"
- Best practices for NDT in railway maintenance: e.g. VPI-EMG (European Maintenance Guide), Module 09 "Non-destructive testing"
- National standards: e.g. DIN 27201-7 (Condition of railway vehicles – Part 7: Non-destructive testing)
- European standards: e.g. EN 16910-1 (Railway applications – Rolling stock – Requirements for non-destructive testing on running gear during maintenance – Part 1: Wheelsets)

The certification programme complies with European directives (of the Commission and ERA), such as B.:

- Regulation (EU) No. 779/2019 of the Commission "… system of certification of entities in charge of maintenance of wagons ..."
- ERA "ECM certification - guide maintenance workshop certification scheme", 2011

As the result of the successful workshop certification, the certificate and the certificate mark are intended to communicate to the market and to interested parties that there is sufficient basis to trust, as a result of the certified NDT testing services of the workshop that the railway vehicles and their components put into service satisfy the high safety requirements and correspond to the high safety level in European rail traffic.

2.2 Requirements on the certification body

The organisation and activities of the certification body are based on:

- EN ISO/IEC 17065 "Conformity assessment - Requirements for bodies certifying products, processes and services"

- EN ISO/IEC 17067 "Conformity assessment - Fundamentals of product certification and guidelines for product certification schemes"

The following apply to the organisation and activities of the certification body:

- EN ISO/IEC 17000 "Conformity assessment - Vocabulary and general principles "
- ISO/PAS 17001 "… - Impartiality - Principles and requirements"
- ISO/PAS 17002 "… - Confidentiality - Principles and requirements"
- ISO/PAS 17003 "… - Complaints and appeals - Principles and requirements"
- ISO/PAS 17004 "… - Disclosure of information - Principles and requirements"
- ISO/PAS 17005 "… - Use of management systems - Principles and requirements"
- EN ISO/IEC 17030 "Conformity assessment - General requirements for third-party marks of conformity" Certification programme NDT RAILWAY - Validation as per Annex C, DAkkS leaflet 71 SD 0 016, Appendix VA 2-7.1301 Complaint and Objection Process

3. Preparation of the certification process

3.1 Application for certification

The preparation process for the certification is initiated with an application for certification by the workshop (organisation carrying out maintenance of railway vehicles and their components and also applying NDT processes in this context) to the certification body. This application serves the certification body as the basis for issuing a binding offer for the certification activities.

The application is submitted with a form that can be downloaded from the website of the certification body or requested by other means. The information required by the certification body to issue an offer includes:

- Type of certification (initial certification, recertification, expansion of certification)
- Applied NDT methods
- Information on railway-specific components that are tested
- Number and location of the sites/branches where NDT is applied
- Contact data of the test supervisor and persons who represent the company
- Number of NDT personnel used and overview of the test methods and qualification levels at which the individual testers (including test supervisor) are qualified
- Overview of the test equipment/facilities used
- Information on external testing service providers, if used

By submitting the offer, the workshop agrees that the data provided may be stored by the certification body, while the certification body assures that the data will be handled confidentially and not shared with third parties.

3.2 Offer creation

Based on the information in the certification application, the certification body evaluates whether the requested certification is covered by the scope of the certification programme. If this is the case, the certification body creates a binding offer for the content, scope in time and price of the certification, including the required monitoring over the certification period.

The offer will also describe the conditions/prerequisites for the certification (e.g. cooperation obligations of the workshop). The offer will take into account the size of the NDT area in the organisation to be certified, the scope of the certification and the extent and complexity of the testing processes.

The invoicing for the individual elements of the certification process (initial assessment, monitoring, …) takes place after the provision of services by the certification body.

3.3 Contract relationship between workshop and certification body

If the workshop accepts the offer of the certification body, a contract is concluded between the workshop and the certification body (certification contract), which applies for the entire certification period and regulates the rights and obligations of the workshop and the certification body. Among other aspects, this includes the cooperation obligations of the workshop and the workshop's right to lodge complaints/objections.

3.4 Pre-assessment

The workshop can optionally request performance of a pre-assessment. Such an assessment is not a mandatory element of the certification process. A pre-assessment is neither a consultation with respect to the NDT processes to be certified nor an internal audit.

The goal of the pre-assessment is to check the capacity for a certification or an expansion. The certification body will produce a report on the results of this assessment. A pre-assessment is preferably to be performed by a member of the subsequent assessor team.

4. Certification process

4.1 Planning of the assessment

Immediately after ordering of the certification, the certification body selects the assessors to be considered to perform the certification and evaluates the possible risk arising from the personnel selection with regard to the impartiality of the certification process and the certification body. The certification body must make this risk assessment for each individual certification process based on a corresponding internal procedure defined by the certification body.

Based on the results of the risk assessment, the certification body selects the lead assessor and, if necessary, the members of the assessor team. It then informs the workshop of the selection. The certification body must ensure that the assessors meet the requirements of the certification body.

The lead assessor coordinates with the workshop to develop an assessment plan for carrying out the assessment and submits this to the workshop in writing well before the scheduled assessment date. The assessment plan contains all information required by the workshop regarding preparation for and performance of the assessment.

The assessment is carried out and the assessment report is created on the basis of a standardised checklist, which is provided to the workshop by the certification body for use in preparing for the assessment.

4.2 Performance of the assessment (initial assessment)

Every assessment begins with an introductory discussion between the assessor and the representative of top management, the test supervisor and other employees assigned by the workshop. The goal of the initial discussion is to determine the exact process of the assessment and make any necessary changes to the assessment plan.

The assessment includes the evaluation of the areas falling under the purview of this certification programme. Details are provided in the aforementioned checklist, which forms the basis for performing the assessment and creating the assessment report.

The assessors collect and evaluate evidence that the requirements of this certification scheme on the NDT processes are met:

- Viewing and evaluation of test and process instructions
- Viewing and evaluation of test reports
- Viewing and evaluation of documents relating to the testing personnel (e.g. qualification documents, evidence of physical suitability, authorisations)
- Viewing and evaluation of documents relating to testing equipment (e.g. calibration certificates)
- Viewing and evaluation of other records documenting the regular supervision of the test personnel, the test equipment and the test conditions
- Viewing and evaluation of documents on the interaction of the NDT processes with the quality management system and the maintenance programme of the workshop
- Interviewing of the NDT testers, the test supervisor and the representative of top management
- Inspection and evaluation of the organisation of the test processes and the test workflows
- Inspection and evaluation of the performance of the tests by the test personnel and the demonstrated theoretical knowledge and practical skills of the test personnel

With regard to inspection and evaluation of the performance of the tests by the test personnel and the demonstrated theoretical knowledge and practical skills of the test personnel, the assessor shall design spot checks such that:

- All NDT testing methods used at the workshop are inspected
- Testing of the largest possible spectrum of railway components is included in the assessment
- As many testers as possible are assessed in the performance of tests
- All relevant tests on wheels and wheelset axles must be always be assessed (if wheelsets are maintained or tested by the workshop)

After the end of the assessment, the lead assessor will summarise the results in a concluding meeting and explain the reasons for and impact of discrepancies, if any discrepancies were identified. All discrepancies, the necessary correction measures and the deadlines for their completion must be documented in writing on a form provided for this by the certification body and confirmed (signed) by the responsible persons at the workshop. This certification programme differentiates between the following categories for the conformity assessment:

No discrepancy:

- The normative requirements and those in the specification are satisfied.
- There is trust in the NDT organisation, NDT test processes, NDT technique and NDT documents, and in the integrity of railway vehicles and their components tested in the workshop.

Improvement potential

- The normative requirements and those in the specification are satisfied.
- There is trust in the NDT organisation, NDT test processes, NDT technique and NDT documents. Their levels of effectiveness and efficiency can be raised, however.

Non-critical discrepancy:

- Discrepancy from a requirement in the specification or standard, from which no immediate effect on NDT organisation, test processes and test results of the workshop is anticipated.
- There is fundamental trust in the NDT test processes, the test results and the integrity of the railway vehicles and their components tested in the workshop.

Critical discrepancy:

- Discrepancy from a requirement in the specification or standard which results or can result in incorrect performing of the test processes and to incorrect test results.
- Fundamental trust in the NDT organisation, NDT test processes, the test results and the integrity of railway vehicles and their components tested in the workshop are called into question.
- Repeated occurrence of a non-critical discrepancy for the same requirement in the specification or standard.

- Multiple non-critical discrepancies which, when taken as a collective interaction, most probably results in failure of NDT processes.

4.3 Preliminary report on the assessment, correction measures

During the concluding meeting, the lead assessor orally presents to the workshop a preliminary report on the results of the assessment. The lead assessor fills out the correction measures form for all discrepancies (formulation of the discrepancy with reference to the associated conformity criteria), and the workshop defines the proposed, necessary corrections. The lead assessor can make recommendations on the certification or its continuance as well as improvements but does not have the authority to make the final evaluation and certification decision.

Depending on the type and number of identified discrepancies/potential improvements, the corrections/improvements must be carried out by the workshop as follows:

Improvement potential

- Improvement potential has the nature of a recommendation.
- However, the certification body does expect that the workshop will exploit this potential as part of a continual improvement process by the time of the next audit.

Non-critical discrepancies:

- Conducting a cause analysis is part of the workshop's actioning of the discrepancy.
- The implementation of an appropriate correction measure can be a prerequisite for the issuing or confirmation of retention of certification.
- The maximum time for implementation of a correction measure is 8 weeks (16 weeks for initial certification).
- Non-critical discrepancies can be converted to scheduled obligations in individual cases.

Critical discrepancies:

- Conducting a cause analysis is part of the workshop's actioning of the discrepancy.
- The implementation of an appropriate correction measure is a prerequisite for a certification to be issued or confirmed as intact.
- For an existing certification, any immediate measures must be taken and verified within a time period considerably shorter than 8 weeks. The times are determined by the auditor depending on significance of the discrepancy. For initial certification, the time for rectifying the discrepancy remains 16 weeks (because no certification has yet been issued).
- If a discrepancy cannot be rectified immediately, the areas in question are removed from the certification or the certification is temporarily suspended.

The lead auditor will produce a preliminary audit report within 2 weeks after conclusion of the assessment. This report will be sent to the workshop and the certification body.

4.4 Final assessment report

After implementation of the correction measures and any necessary re-audit of the workshop to check implementation of the correction measures, the lead assessor produces the final report, which contains the evaluation of the implementation of the correction measures.

The final assessment report is presented by the lead assessor no later than 1 week after the successful completion of the correction measures, however no later than 9 weeks or 17 weeks (initial assessment) after the assessment.

4.5 Evaluation of assessment documents

The final report of the lead assessor and the assessment results are evaluated in the certification body by a person who was not involved in the preparation and performance of the assessment at the workshop (i.e. in the evaluation process).

The person who evaluates the report and the results of the assessment summarises the conclusions of this evaluation in a report. The evaluation of the documents must be presented within 3 weeks after successful completion of the correction measures, however no later than 11 weeks or 19 weeks (initial assessment) after the assessment.

The certification body shall only use personnel for evaluating the assessment results who are permanently employed by the certification body. The requirements of the certification body on these personnel are specified in this certification programme.

4.6 Certification decision

The certification body makes the certification decision based on the evaluation of the assessment report and the assessment results. This decision is made by a person who was not involved in the preparation and performance of the assessment (i.e. in the evaluation process). The evaluation of the report and the assessment results as well as the certification decision can be performed by the same person.

The certification decision must be made within 4 weeks after successful completion of the correction measures, however no later than 12 weeks or 20 weeks (initial assessment) after the assessment.

The certification body shall only use personnel for making the certification decision who are permanently employed by the certification body. The requirements of the certification body on these personnel are specified in this certification programme.

4.7 Certification confirmation

After a positive certification decision, the certification body creates a certification confirmation in the form of a certificate or, in the case of a monitoring audit, in the form of a letter to the workshop stating that the certification remains intact.

The certificate is created in German and English and contains:

- The designation of the certified workshop
- Indication of the certification programme
- The scope of the certification, with indication of the test methods used and the tested railway components
- The period of validity of the certificate
- The designation of the certification body
- A note that the certification is posted publicly and where to find this

In a separate letter, the certification body issues rights and conditions for the workshop for:

- Use of certificates or other statements of conformity
- Use of the conformity mark

5. Retention and alteration of the validity of the certification

5.1 Monitoring of the certification

The monitoring focuses on the following aspects, where the scope of spot checks lies within the discretion of the lead assessor:

- Viewing and evaluation of test reports
- Viewing and evaluation of documents relating to the test personnel (qualification documents, evidence of physical suitability, authorisations, etc.)
- Viewing and evaluation of documents relating to test equipment (calibration certificates, etc.)
- Viewing and evaluation of other records documenting the regular supervision of the test personnel, the test equipment, and the test conditions
- Interviewing of the NDT testers, the test supervisor and the representative of top management
- Inspection and evaluation of the organisation of the test processes and the test workflows
- Inspection and evaluation of the performance of the tests by the test personnel and the demonstrated practical skills of the test personnel

With regard to inspection and evaluation of the performance of the tests by the test personnel and the demonstrated practical skills of the test personnel, the spot checks shall include:

- The main NDT methods used by the workshop
- Tests on the most frequently maintained railway components

- All relevant tests on wheels and wheelset axles must always be included (if wheelsets are maintained by the workshop)

The certification period is 36 months. The monitoring shall take place regularly such as to be completed after 12 and 24 months – in consideration of the activities and deadlines listed in items 4.1 to 4.7.

The monitoring interval can be extended by the certification body to 18 months if the type and number of exclusively non-critical discrepancies identified in the initial certification audit or re-audit and thereby the quality and reliability of the NDT processes justify less intensive monitoring of the workshop. The monitoring interval will always be extended by the certification body to 18 months if no discrepancies were identified in the initial certification audit or re-audit.

The monitoring interval can be decreased by the certification body from 12 months to a shorter interval if the type and number of critical discrepancies identified in the initial certification audit or re-audit justify more intensive monitoring of the workshop.

5.2 Recertification

The period of validity of the certification (certification period) is 3 years. Recertification is required to keep a certification intact. The content and scope of this process is adapted to the experience in the initial certification (see items 4.1 to 4.7).

The recertification audit evaluates the continued conformity and effectiveness of the NDT processes and the continued significance and applicability of the certification scope. Earlier assessment reports are utilised for this evaluation.

The recertification must be carried out such as to be completed before the end of the certificate period – in consideration of the activities and deadlines listed in items 4.1 to 4.7.

5.3 Expansion of the certification scope

An expansion of the certification scope can take place in connection with a monitoring audit or a special audit. Items 4.1 to 4.7 also apply for the expansion of a certificate. As the result of the expansion, the workshop receives a new certificate.

5.4 Limitation of the certification scope

If the requirements for a portion of the scope of a certificate are not met, the scope of the certificate can be limited by the certification body.

5.5 Ending, suspension and revocation of the certification

Ending

The certification ends automatically after the end of the certification period if no re-certification has taken place. The ending of the certification is noted by the certification body in the public registry of the certification body.

Suspension

If the workshop violates the rules of the certification programme or the rules of the contract between the workshop and the certification body, the certification can be suspended for a limited period of 90 days. Reasons for a suspension can include:

- Failure to comply with the following obligations from the certification contract
- Failure to comply with or implement binding correction measures agreed upon during the monitoring audit
- Failure to perform monitoring audits on time for reasons attributable to the workshop
- Conciliation or bankruptcy proceedings have been opened against the workshop
- The workshop is late paying the invoices issued by the certification body
- Prohibited use of the certificate or the conformity mark of the certification body

The suspension must be declared in writing by the certification body and noted in the public registry of the certification body. The organisation can object to the suspension of the certificate. The suspension has a temporary nature and ends after no more than 90 days with reinstatement of the certificate or revocation of the certification.

Revocation of the certificate

If the workshop fails to meet its obligations despite prompting by the certification body – e.g. the reasons for suspension of the certification – the certification body will revoke the certification from the workshop for reasons of non-compliance with the contract concluded between the workshop and the certification body. Additional reasons for revocation of a certification include:

- A request for revocation of the certification by the workshop itself
- The fact that the workshop no longer carries out NDT processes
- The fact that the workshop no longer has the necessary resources (e.g. qualified test personnel) to maintain the certification
- Termination of the certification contract between the certification body and the workshop by one of the contract parties

The revocation must be declared in writing by the certification body and noted in the public registry of the certification body. The organisation can object to the revocation of the certificate.

The head of the certification body is responsible for suspending or revoking a certificate.

6. Timing of the certification process, monitoring and recertification

The duration of an assessment is based on the scope and complexity of the NDT testing processes used by the workshop for maintenance, the number of sites and the results of previous assessments.

The following generally applies when a single assessor is assigned to one site:

- Initial assessment: 2 days
- Monitoring: 1 day
- Recertification: 1.5 days
- Re-assessment (checking of correction measures): 1 day

More information can be found in the fee schedule of the certification body, which is publicly accessible on the website of the certification body.

The monitoring and recertification should:

- Not begin earlier than 16 weeks before the end of the monitoring or certification period
- Not begin later than 12 weeks before the end of the monitoring or certification period

The 12-week period should ensure that sufficient time is available for:

- Implementation of the correction measures by the workshop (8 weeks)
- Creation of a final assessment report by the lead assessor (1 week)
- Evaluation of the assessment results by the certification body (2 weeks)
- Certification decision by the certification body (1 week)

7. Use of the conformity statement and conformity mark

The use of the certificate (conformity statement) and the certification mark (conformity mark) is regulated in the mark usage rules of the certification body. The rules for mark usage are part of the contract concluded with the workshop. The right to use the certificate and the certificate mark is contingent on a valid certification.
The workshop certified by the certification body may use the certification mark of the certification body at no charge. It is entitled to present this certification mark on letters, brochures and informational documents as an advertising and image measure in accordance with the mark usage rules of the certification body.

The entitlement to use the certification mark ends upon revocation or ending of the certificate. In the event of misuse, the certification body can prohibit use of the certificate and the certificate mark. In the event of a suspension, use of the certificate and the certificate mark is not permitted for the period of the suspension.

8. Requirements on the organisations participating in the certification process

8.1 Requirements on the workshop

The requirements on the workshop within the framework of this certification programme are described in detail in the certification contract and include:

Supporting the certification body in performance of the audits:

- Timely performance of the audits and provision of the support required for performance of the assessment
- Ensuring that necessary personnel for performance of the assessment are available (in particular, the representative of top management, test supervisor, testers)
- Provision of objective evidence (documents, records, other information, conversations with employees, …)
- Timely implementation of necessary correction measures

Compliance with the requirements of this certification programme:

- Compliance with the rules of this certification program and the normative requirements upon which this programme is based
- Notification of the certification body in the event of changes that have a significant influence on the scope of the certification. These include:
  - Addition or elimination of testing methods or processes
  - Significant changes to the NDT-related documents (e.g. test instructions)
  - Significant changes to the test personnel (e.g. number, qualifications, test supervisor)
  - Significant changes to the test equipment used
  - Addition or elimination of sites
  - Opening of a conciliation or bankruptcy proceeding
  - Changing of the company name
- Compliance with the usage conditions for the conformity certification (certificate) and the conformity mark (certification mark)

Self-monitoring of the NDT testing processes

With the certification according to this certification programme, the workshop agrees to monitor the effectiveness of its NDT processes and their effective interaction with the quality and maintenance management system of the workshop by means of regular and documented checks. If the workshop discovers non-compliance with this certification program and the underlying normative requirements or with a contractually agreed condition, the workshop must independently initiate suitable correction measures and evaluate their effectiveness. The monitoring conducted by the certification body does not relieve the workshop of these obligations.

8.2 Organisational requirements on the certification body

Confidentiality:
The certification body undertakes to handle confidentially all information and documents made accessible by the workshop. Information is only shared with third parties with the written consent of the organisation. In cases in which the sharing of information with third parties is required by law, the workshop will be notified of the shared information by the certification body in accordance with the legal obligations.

Due to requirements of the certification programme, the certification body maintains a public registry of all issued certificates on its website. The following information is therefore excepted from the confidentiality mentioned above:

- Name of the workshop
- Certification program on which the certification is based
- Scope of the certification
- Certified sites

Keeping of the documents
The certification body will keep all certification documents, reports and other records for a period of 10 years after the end of the certification contract between the workshop and the certification body.

Information and communication:
The certification body will make all documents required for the preparation, performance and maintenance of the certification available to the workshop. This generally takes place via publication on the website of the certification body.

The owners of this certification programme regularly update and improve the programme. The certification body will promptly inform the workshop of changes arising from this process (e.g. changes to certification rules).

Personnel of the certification body
The employees of the certification body (auditors, personnel that evaluate assessment results and make certification decision) are subject to strict neutrality and therefore may not carry out any consultation at the respective companies for a period of two years before and after the certification. Assessors are obliged to absolute confidentiality with respect to the information obtained in the course of their activities.

Persons who carry out audits on-site at the workshop must have the following qualifications:

- University degree or degree as technician/master
- At least three years (with university degree) or at least five years (with degree as technician/master) of professional experience in non-destructive testing in the area of railway maintenance

- Qualification as per EN ISO 9712 at level 3 in the industrial sector of railway maintenance in the testing methods used at the respective workshop (or use of multiple auditors whose level 3 qualifications cover all testing methods) or
  Multisector qualification at level 3 in all testing methods used at the respective workshop (or use of multiple auditors whose level 3 qualifications cover all testing methods) and sector expansion for the industrial sector of railway maintenance at least in the methods MT and UT
- Qualification as auditor (e.g. IRCA auditor or equivalent)
- Demonstrated experience in the performance of assessments
- Practical knowledge of the present certification program and its underlying normative rules.

Persons who evaluate the audit results and make certification decisions must have the following qualifications:

- University degree or degree as technician/master
- At least three years (with university degree) or at least five years (with degree as technician/master) or at least six years (with other professional degree) of professional experience in non-destructive testing in the area of railway maintenance
- Qualification as per EN ISO 9712 at level 2 in the industrial sector of railway maintenance (or level 2 plus sector expansion in railway maintenance) in at least two testing methods that fall within the scope of this certification scheme
- Knowledge of the present certification program and its underlying normative rules.

For all assessors who carry out evaluations of NDT testing processes on its behalf, the certification body shall maintain documents that attest to the qualification of the assessors and serve as the basis for regular training and monitoring of the assessors by the certification body.

9. Complaints and objections

The certification body has a process for receiving, evaluating and deciding on complaints, objections and improvement suggestions.

This process is published on the website of the certification body. Receipt of a complaint or an objection will be confirmed to the party submitting the complaint. The party submitting the complaint will be notified of the result and conclusion of the complaint process.