

COMPLAINT AND APPEAL

Lyns-tci Technology Guangdong Co., Ltd (hereinafter referred to as **LYNS-TCI**), a company registered in Room 1201, Unit 2, Building 18, No. 7, Science and Technology Boulevard, Houjie Town, Dongguan City, Guangdong, 523960 P.R.C.

1. Complaint Management Process

At Lyns-Tci, any expression of dissatisfaction with our products or services that requires a response is considered a complaint. This includes:

- Written complaints: Formal letters or emails
- Verbal complaints: Phone calls, feedback during sales visits, or audits

All complaints are documented and centrally managed by the Quality Manager (QM).

Personnel investigating complaints should always be different from those involved in the complaint incident. There should be no discrimination against complainants or whistleblowers.

Complaint Receipt and Acknowledgement

Upon receiving a complaint or appeal, Lyns-Tci will send an acknowledgement to the sender within five business days, unless otherwise specified.

Complaint Investigation

The QM will investigate the complaint. As needed, they may request assistance and input from the Lyns-Tci CB staff member or Local Technical Manager involved in the situation to facilitate effective complaint resolution. It is important to note that personnel investigating complaints will always be independent of those involved in the initial incident. We are committed to a fair and unbiased complaint resolution process, free from discrimination against complainants or whistleblowers.

Resolution Process

- **Investigation and Analysis:**
The situation will be thoroughly investigated and analyzed.
- **Structured Response (for High-Severity Complaints):**
If the complaint is deemed high-severity, a structured response will be developed, including a root cause analysis, corrective action plan, and implementation.
- **Implementation:**
The corrective actions identified will be implemented.
- **Client Communication:**
The client will be informed of the findings and actions taken to address the complaint.
- **Monitoring and Follow-up:**
The implemented solution will be monitored to ensure its effectiveness. Additionally, the sustainability of the resolution will be tracked through follow-up.

Timeframes

The typical complaint resolution timeframe is four weeks, unless otherwise specified in relevant appendices. However, this timeframe may be impacted by the responsiveness of the client or other involved parties. Regardless, a detailed response outlining the outcome of the complaint will be provided to the complainant within 30 business days.

2. Handling Appeal

Clients have the right to appeal any unfavorable decision made by Lyns-Tci CB. This includes, but is not limited to:

- Rejection of an application
- Refusal to proceed with an evaluation
- Denial, suspension, or withdrawal of certification
- Any action that hinders the achievement of certification

Appeals can be submitted by email to cb@lyns-tci.com. Upon receipt, Lyns-Tci CB will assign the appeal to a dedicated Appeals Committee for review. The committee's composition will vary depending on the appeal's nature and may include the Quality Manager, Local Technical Manager, relevant Lyns-Tci CB staff, and the General Manager. Regardless of the composition, all personnel involved in the appeal review will be independent of those involved in the initial decision, ensuring a fair and unbiased process. Lyns-Tci CB is committed to a discrimination-free environment for both complainants and whistleblowers.

Resolution process

The resolution process includes the following steps.

- **Investigation and Analysis:**
A thorough investigation and analysis of the situation will be conducted.
- **Structured Response (for High-Severity Appeals):**
If the appeal is considered high-severity, a structured response will be developed, including a root cause analysis, corrective action plan, and implementation.
- **Implementation:**
The corrective actions identified will be implemented.
- **Client Communication:**
The client will be informed of the findings and actions taken to address the appeal.
- **Monitoring and Follow-up:**
The implemented solution will be monitored to ensure its effectiveness. Additionally, the sustainability of the resolution will be tracked through follow-up.

Timeframes

The typical appeal resolution timeframe is four weeks, unless otherwise specified in relevant appendices. However, this timeframe may be impacted by the responsiveness of the client or other involved parties. Regardless, a detailed response outlining the appeal decision and any necessary next steps will be provided to the client within 30 business days.

Further Dispute Resolution

If the client remains unsatisfied with the appeal decision, they have the right to escalate the matter to the relevant regulatory agency or committee.

Internal Dispute Resolution

Lyns-Tci CB is committed to resolving any service, timeliness, or billing-related disputes directly with the client. This process typically involves direct communication with Lyns-Tci's executive management and may include legal counsel if necessary. A comprehensive review of all relevant personnel, documentation, and records will be conducted during this internal dispute resolution process.

External Dispute Resolution

Should internal efforts fail to resolve the dispute, Lyns-Tci CB will consider third-party mediation and, if necessary, third-party arbitration.

Communication and Recordkeeping

All communication regarding appeals and complaints must be documented in writing and maintained within the designated Appeals and Complaints file on the Lync-Tci CB Intranet site.

3. Confidentiality

Lync-tci will maintain the anonymity of complainants and their associated customer information upon request. Anonymous complaints and unsubstantiated claims should be treated as stakeholder feedback and addressed during the next audit cycle.

The decision to disclose information should be made by the complainant and the customer on a case-by-case basis. Formal authorization from both parties is required for any disclosure of complaints.

All instances where non-disclosure of complaints could potentially impact other stakeholders should be openly communicated.

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