KOMPASS EUROPE

REGULATORY AFFAIRS FOR COSMETIC PRODUCTS

Complaints Handling Policy

In line with the principles of ISO 10002:2018

Quality management — Customer satisfaction — Guidelines for complaints handling in organizations

Kompass Europe welcomes feedback and treats every complaint as an opportunity to improve. Guided by ISO 10002:2018, we receive complaints through accessible channels, acknowledge them promptly, handle them fairly and confidentially, and use the findings to improve our services.

SCOPE

Provision of Responsible Person services, CPNP notification, formula review, Product Information File (PIF) preparation and hosting, label and claims review, coordination of laboratory testing, translation services and regulatory training for cosmetic products.

APPLIES TO

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Name & Title	Signature	Company Stamp

Approved by the Management of Kompass Europe

This statement is issued by Kompass Europe and describes its own management commitments. It is not a certificate of conformity issued by a third-party certification body.

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