

APPROVED

By NCPA's General Meeting of the Founders
Minutes,
No. 9 of 07 December 2019

REGULATIONS ON THE REQUESTS PROCEDURE

1. General Provisions

1.1. The present Regulations determine the order of considering requests to NCPA.

1.2. In order to achieve goals of the Regulations the following definitions are used:

A request is a written or electronic suggestion, application or complaint.

A suggestion is a proposal or recommendation for enhancement of certain areas of NCPA's activities and improvement of internal regulatory documents.

An application is a request made by a legal or physical person about assistance in enforcement of the rights or a notice about breach of law or other regulations, and NCPA's shortfalls.

A complaint is a formal request made by a legal or physical person about restoring or protection of violated rights or legitimate interests related to the quality of accreditation procedures or to the actions of NCPA's staff members or the members of an External Review Panel during an accreditation procedure.

1.3 The following shall be stated in a written request:

- name of the addressee;
- surname, name, patronymic name of an applicant, correspondence address to which an answer or a redirect notice should be sent;
- substance of the suggestion, application or complaint;
- personal signature;
- date.

Documents and materials or their copies are attached if necessary.

1.4. In an electronic request a person shall necessarily state his/her surname, name, patronymic name (if applicable), e-mail to which an answer or a redirect notice should be sent. A person has a right to attach necessary documents and materials in electronic form. The electronic request is considered in accordance with the procedure for written requests.

2. Requests consideration procedure

2.1. Requests are considered by the Accreditation Office. NCPA provides objective, comprehensive and timely consideration of requests.

2.2. Requests are registered within three days. A request is considered within 30 days from the date of registration.

2.3. Requests are not considered if:

- there is no surname and name of an applicant;
- there is abusive or insulting language;
- there are threats to life, risks to health and estate of an official and members of his/her family;
- there is a question to which a written substantive answer related to earlier requests was already given.

2.4. The answer is sent to the address (e-mail or correspondence address), which the applicant gave in the request.

2.5. When considering a request, disclosure of information in the request is not allowed without the consent of the applicant. Personal data of the applicants are stored and processed in compliance with the requirements of the Russian legislation on personal data.

2.6. The received requests are summarized and forwarded to NCPA's Director for information.