

Guidance to complaints and appeals

FORCE Technology Norway has prepared this appeal/complaint guide that you should follow so that we can ensure you a prompt, fair and serious treatment. We consider any complaint as a feedback from you on improving our service and routines.

A complaint also includes your appeal to a decision we made regarding your eligibility process. See the complaint and appeal process further [here](#).

Your complaint / appeal must always be in writing and be addressed to the department head of the inspection body. The complaint must be submitted as soon as possible and within 3 weeks of the decision being made known to you. It can be sent by e-mail or possibly by ordinary mail.

In order to process your complaint effectively, we ask for the following information in addition to the complaint / appeal itself:

- Name and position
- Company name and address (if applicable)
- Contact information (Email, phone)

Your complaint is processed by an authorized impartial person. Employees who have participated in the qualification process cannot participate in the processing of a complaint.

Once we receive your complaint, you will receive a confirmation within one week and may be asked to answer any clarifying questions.

Within 2-4 weeks after the complaint is received, you will receive a written decision on your complaint, as well as a description of any appeal options.

Other conditions

If you want to complain about:

FORCE Technology Norway A/S as the recognized third-party inspection body, you can always send the complaint directly to the Inspection Body addressed to department head.

A complaint regarding a welding or soldering procedure issued by the third-party inspection body (INSP 018), shall also be addressed directly to the inspection body's department head.

Contact Information:

Please use our business contact information or send your complaint by ordinary mail to:

FORCE Technology Norway A/S
Mjåvannsvegen 79
N-4628 Kristiansand