

The process on complaints or appeal on Notified Body services

- Complaint or appeal is registered.
- Written confirmation of received complaint or appeal is given to the person or organization which lodged it. The confirmation shall include information of the process and estimated time of handling.
- Complaint or appeal is assessed by the Norwegian Metrology Service (Justervesenet).
- The result of the assessment handled internal at the Norwegian Metrology Service, shall be given to the person or organization which lodged it (normally within 30 working days).
- In cases where the notification is regarding an appeal, and Justervesenet refuse the appeal, the appeal shall be forwarded for handling at The Norwegian Ministry for Trade, Industry and Fisheries according to The Norwegian Law of Administration Act/ Civil Services Act (Lov om behandlingsmåten i forvaltningssaker/forvaltningsloven).