

Lacon-IN	Rights and Duties of the operator	OM/ANNEX K	
ANNEX.OM	Regulation (EU) 2018/848	Rev. No. 01	Page 1 of 1

Rights and Duties of Operators

Application Process:

Applicants have the right to a clear and transparent explanation of the certification process, criteria, and associated costs.

Applicants may seek clarification regarding the status and progress of their application.

Certification:

Certified clients have the right to use the LACON's name and certification mark as per the agreed terms and conditions.

Clients are entitled to receive certificates and reports in a timely manner once compliance with applicable standards has been verified.

Appeals and Complaints:

Clients have the right to appeal decisions made by LACON and file complaints if they believe their case has not been handled appropriately.

Applicants and clients are entitled to an impartial resolution of appeals and complaints.

Confidentiality

Clients have the right to the confidentiality of their data and other sensitive information unless required by law or accreditation requirements to disclose it.

Duties of Operator:

a. Compliance with Standards:

Applicants and certified clients must comply with the relevant standards, policies, and procedures of the certification body.

b. Accurate Representation:

Provide truthful and accurate information during the certification process.

Notify LACON immediately about any changes that might affect compliance with certification requirements.

c. Audits and Inspections:

Facilitate access to facilities, documentation, and staff for audits and inspections as required.

d. Certification Mark Usage

Use LACON's name and certification mark only in ways approved LACON.

Ensure that certification marks are not used in a misleading manner or associated with non-certified products or activities.

e. Restrictions and Limitations:

Do not imply certification for scopes or activities that have not been audited and certified.

Cease using the LACON name and certification mark upon suspension, withdrawal, or termination of the certification.

Refrain from making claims about certification that could mislead stakeholders or consumers.

f. Continuous Improvement:

Actively address non-conformities identified during audits or inspections within the stipulated timeframes.

Prepared: APK 13.11.2024	Verified AKP 14.11.2024	Approved & Released: BI 15.11.2024
-----------------------------	----------------------------	---------------------------------------