



## Complaints & Appeals Policy

It is the policy of International Certifications to record, review and act upon all complaints and/or appeals in a professional and thorough manner to ensure that a satisfactory outcome is reached in a timely manner.

### Complaints

Complaints should be made in writing and should be directed to the local International Certifications office ([www.intlcert.com](http://www.intlcert.com)).

- Receipt of the complaint will be acknowledged as soon as possible.
- All complaints will be reviewed to ensure that we fully understand customer concerns; we may contact the customer to discuss the complaint.
- We will conduct a thorough investigation in to any areas of concern and keep the customer up to date with progress at each stage of the investigation.
- On completion of the investigation we will provide the customer with a full response.
- All complaints will be handled professionally and in a serious fashion. Our aim is to fully investigate all complaints and to keep all parties up to date with progress of the investigation and the outcome.

### Appeals

If any clients do not agree with the assessors findings there is a formal appeals process. Appeals should be made in writing with ample explanation giving full details of the grounds for the appeal and should be directed to the local International Certifications office ([www.intlcert.com](http://www.intlcert.com)). We will acknowledge receipt of any appeal and contact our client to ensure that we fully understand their concerns. This initial contact may lead to a satisfactory resolution. If we are unable to resolve the appeal we will convene an independent appeals panel as soon as possible. A meeting will be held where evidence from all parties will be heard in confidence; the panel will make a decision based on the evidence supplied from all parties.

A handwritten signature in black ink, appearing to read 'D Evans'.

David Evans  
Managing Director  
International Certifications Limited  
Tuesday, March 01, 2011