



Complaints and Appeals Policy

Appeals

All customers have the right to appeal any decisions made by the Certification Body.

Notification of the intention to appeal, and subsequently details of the appeal, must be made in writing to the Chair of the Impartiality Committee.

Following receipt of an appeal we will convene as soon as practicable, and in any event within 90 days of receipt of the appeal, a meeting of the independent Impartiality Committee.

The decision of the Impartiality Committee shall be final and binding on both the customer and the Certification Body.

Once the decision regarding an appeal has been made, no counter claim by either party in dispute can be made.

In instances where the appeal has been successful no claim can be made against the Certification Body for reimbursement of costs or any other losses incurred.

Complaints

If a customer has cause to complain to the Certification Body then the complaint should be made in writing, without delay, and addressed to the Certification Director.

The complaint will be acknowledged, and thoroughly investigated. If considered appropriate the complaint will be passed to the Impartiality Committee for independent investigation.

The complainant will be kept informed of progress during the investigation.

The complaint will be closed following satisfactory conclusion of the investigation.

Following closure, the complainant will be advised in writing that the investigation has reached its conclusion, and the details of any outcomes.

End