

COMPLAINTS AND APPEALS

1. Purpose

This document defines how complaints, appeals and feedback can be made by a client to GVCS together with information on how a complaint, appeal or feedback is managed by GVCS. The process for complaints and appeals shall be available to the public via the GVCS website.

2. Definitions:

Compliant – A formal expression of dissatisfaction about GVCS personnel, services, decisions and/or clients

Feedback – Information received by GVCS in reaction to a product, a person's performance or a process which is used as a basis for improvement

Appeal – Formal request by complainant for review of the outcome of a complaint investigation.

Certification Approver – A person authorized by Global Veritas Certification Services to make a certification decision

Decision – The result of a review/investigation of the complaint or appeal.

3. Complaint Process

Complaints can be made to GVCS via email, letter or phone to your GVCS contact. Verbal complaints received will be requested to be confirmed in writing

When notifying GVCS of a complaint please supply all details of the complaint and any evidence supporting your complaint

Upon receipt of your complaint a Scheme Manager will be assigned to manage the complaint. They will notify you of receipt of your complaint.

The Scheme Manager is responsible for establishing the relevance of complaints and controlling appropriate validating, investigations, including tracking and deciding the action if any to be taken in response, and shall be responsible for all decisions at all levels of the complaints handling process.

The Scheme Manager is responsible for negotiating resolution of complaints with the complainant and will advise the complainant about the outcome of the investigation. The submission, investigation and decision on complaints shall not result in any discriminatory actions against the complainant. Scheme Manager, client and compliant shall decide together how much information can be made public.

The Scheme Manager is responsible to ensure that all complaints that are not resolved within three months of the agreed timeframe (aged complaints) are transferred to relevant accreditation body.

If you are dissatisfied with the outcome of the complaint investigation and decision you can appeal the complaint decision.

4. Appeals Process

Any client who is not content with the recommendation of the assessment decision and compliant, may appeal to GVCS by contacting the scheme manager.

Appeals should be made in writing to the Scheme Manager within 30 days of receiving notice of the cause of their dissatisfaction, e.g. Withdrawal of Certification by providing in writing the following:

- The nature of the appeal
- Evidence to support the appeal

The Scheme Manager will respond in writing acknowledging receipt of your appeal and arrange an independent review of your appeal. The review will include:

- Interviewing relevant stakeholders
- Reviewing all relevant documentation
- Considering information provided by the person making the appeal
- Considering any other relevant requirements, e.g. standard(s) or scheme requirements

Once the review is completed, the Scheme Manager will notify you in writing of the outcome of the appeal. Appeal decisions are considered final by GVCS.

If you are not satisfied with the outcome of the appeal you have the right to contact the relevant accreditation body.

Submission, investigation and the decision on appeals shall not result in any discrimination against the Appellant by GVCS.