



### **COMPLAINTS HANDLING**

An accredited body or any other complainant may forward an IACA complaint:

- when he is not satisfied with the work of IACA,
- when he is not satisfied with the work of conformity assessment bodies accredited by IACA or another accreditation service,
- When it finds that a non-accredited body refers directly or indirectly to the accreditation of IACA or to the accreditation of another accreditation body.

What is the procedure for filing and handling a complaint?

The complainant sends a complaint to IACA in writing. For each specific ground of appeal, the appeal must clearly state what the appeal relates to the work of IACA, the work of an accredited body or the unjustified reference of a non-accredited body, otherwise IACA asks the complainant for additional information. If he wants the complaint to be dealt with.

The director of IACA decides on the justification of the complaint on the proposal of the quality manager and sends the complainant a written answer with an explanation of the decision and, where and to the extent appropriate, a description of the measures taken and envisaged. IACA conducts complaint handling procedures in a way that allows the complaint to be resolved in the shortest possible time; the appellant can expect a decision on the justification of the appeal within approximately one month, but when IACA anticipates that the decision will take a long time, it shall inform the appellant in writing.

DIRECTOR

Madison Brayden

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