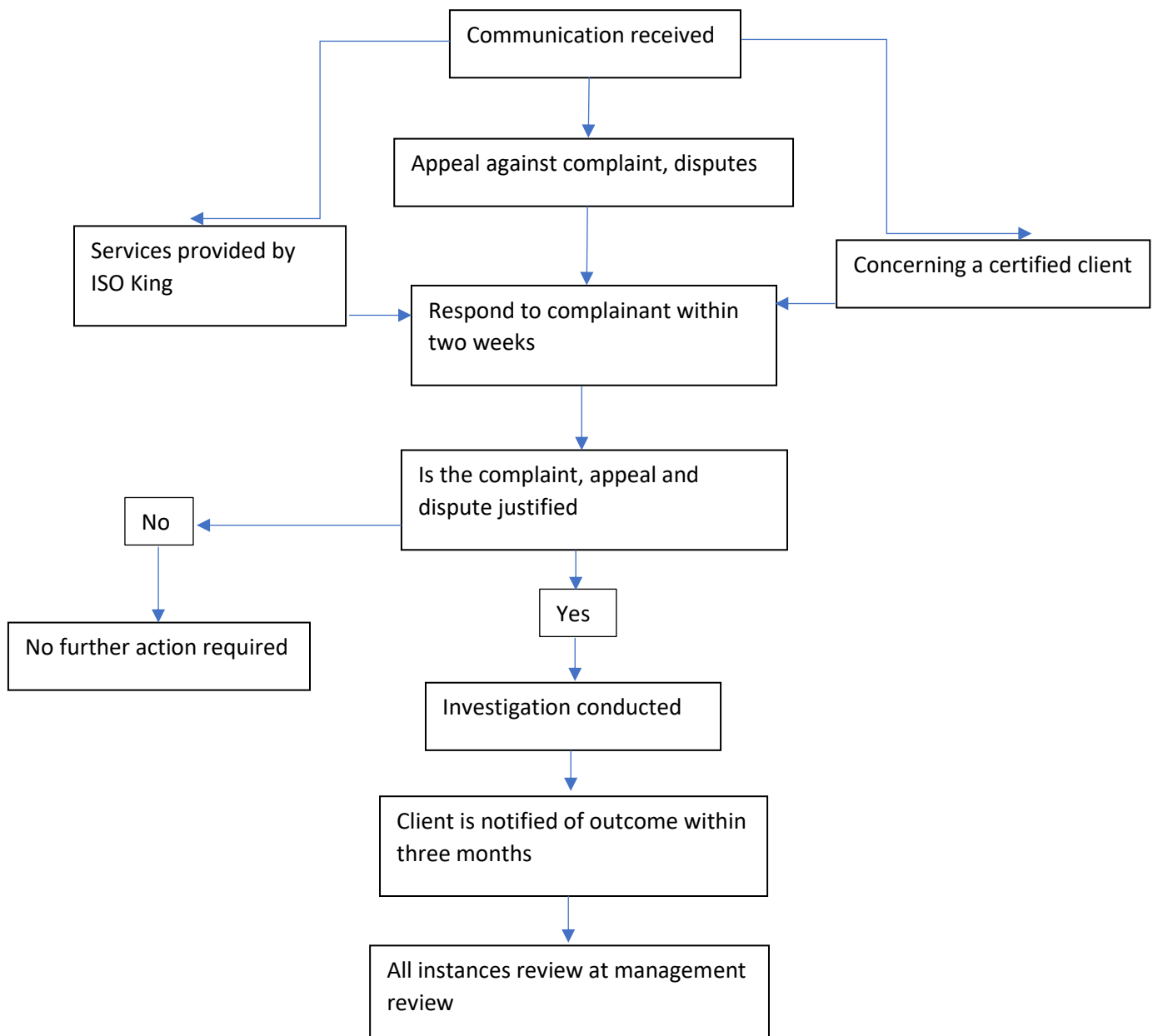




## MD-8 Complaints appeals and disputes

### Procedure:



This procedure is to be followed for all complaints, appeals and disputes so that they can be handles effectively.

ISO King will respond to complaint, dispute or appeal within 2 weeks acknowledging receipt and confirming that investigation will be made or provide a justification why complaint procedures do not apply (e.g. the complaint or appeal does not relate to certification activities for which ISO King is responsible). The above process will be followed.

Upon completion of complaint, appeal or dispute actions, Complaints log will be updated with all relevant information.

Complaints/Disputes concerning services provided by ISO King will follow the above procedure.

### **Appeals**

All relevant information shall be requested from the appellant. All information shall be reviewed, and complaints log updated. Senior management informs the appellant of that decision in writing. This notification shall include informing the appellant that, if they are unhappy with the outcome of the appeal, they may notify the accrediting body. The accrediting body, however, may only review the effectiveness of the ISO King Certifications appeals process and cannot change the decision.

Complaints, Appeals and Disputes will be reviewed during the management review.