

Information on Complaint Handling Process

GT001, rev. 2

Document # GOP216-INFO

Release Date: 03-JUN-2016

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Document Owner: Director – Internal Auditing**Approvals:** Global Vice President – Technical Management & Quality

This process only applies to complaints related to Business Assurance activities

Purpose

To provide an overview of Intertek's complaint handling process.

Scope

Intertek has a comprehensive process to handle complaints. It satisfies the requirements of both ISO/IEC 17021-1 and 17065. This process applies to complaints relating to Intertek's certification services, and complaints against certified clients made to Intertek.

Definition

Complaints: Expressions of dissatisfaction made to Intertek with regards to its certification services or its certified clients (as it relates to the implementation of the clients' management systems), where a response or resolution is explicitly or implicitly expected.

1.0 Process

- 1.1 Any party wishing to submit a complaint shall contact the Intertek office via telephone, email, or other type of communication or by sending an Email at: complaints.ba@intertek.com.
- 1.2 The complaint handling process is subject to the requirements for confidentiality.
- 1.3 Upon receipt of a complaint, Intertek will log and acknowledge the complaint within 10 working days of receipt (typically via email). Once validated, it will be assigned to designated personnel for investigation and resolution.
- 1.4 Intertek will take any necessary corrective actions related to the complaint, whether against Intertek certification activities or against the certified client.
- 1.5 When the complaint is against a certified client, the subject of the complaint is usually not to be made public. Intertek will also notify the client of the receipt of a complaint against their certified system at an appropriate time.

2.0 Complaint Review

- 2.1 Complaints are resolved through an investigation and validation process with decisions made by Intertek. Intertek has the responsibility of gathering and verifying all necessary information to validate the complaint.
- 2.2 Investigation of complaints related to certified clients typically include an examination of the certified client's management system effectiveness, may necessitate a special audit and may lead to the suspension of the certification.
- 2.3 Whenever appropriate, Intertek will provide the complainant with the outcome of the investigation, and a formal notice of the end of the process.



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Revision Log

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