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/auditing services or its certified/audited clients (as it relates to the implementation of the clients’ management systems), where a response or resolution is explicitly or implicitly expected.

1. 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/auditing activities or against the certified/audited client.
1.5. When the complaint is against a certified/audited 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/audited system at an appropriate time.

2. 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/audited clients typically include an examination of the certified/audited client’s management system effectiveness, or may necessitate a special audit and may lead to the suspension of the certification if the complaint is related to a certified client.
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.