

## INFORMATION ON COMPLAINT HANDLING PROCESS

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### **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](mailto: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.

