Complaints and Appeals Procedure

1. Purpose

InTIC is committed to providing impartial, competent and consistent certification and related services. We recognise the right of clients and interested parties to raise complaints or appeals and are committed to handling them in a fair, transparent, timely, confidential and impartial manner.

This procedure is established to ensure that complaints and appeals relating to InTIC's certification activities are received, evaluated, investigated and resolved through a documented and controlled process.

2. Scope

This procedure applies to complaints and appeals relating to InTIC's certification activities, including, where applicable:

- certification audits and audit processes;
- audit findings and certification-related decisions;
- granting, maintaining, suspending, withdrawing or reducing certification;
- certification personnel or the conduct of certification activities;
- use or representation of certification;
- services provided by InTIC in its capacity as a certification body; and
- complaints concerning organisations certified by InTIC.

Complaints and appeals concerning other InTIC services may also be handled under this procedure where applicable.

3. Complaints

A complaint may be submitted by a client, former or prospective client, interested party or other person concerning InTIC's certification activities or, where applicable, an organisation certified by InTIC.

Upon receiving a complaint, InTIC will:

1. **Acknowledge receipt**, where practicable;
2. Determine whether the complaint relates to certification activities for which InTIC is responsible;
3. Validate the complaint and gather and verify relevant information;
4. Investigate the complaint in an impartial manner;
5. Record and track the complaint and actions taken;
6. Provide progress information to the complainant, where appropriate;
7. Determine whether correction and/or corrective action is required;
8. Communicate the outcome to the complainant; and
9. Formally notify the complainant when the complaint-handling process has been completed, where practicable.

Where a valid complaint concerns an InTIC-certified client, InTIC may refer the complaint to the certified client at an appropriate stage and will consider the effectiveness of the certified management system as part of its examination.

4. Appeals

An appeal may be submitted by a client or other party against a certification decision or other decision for which InTIC has established an appeal mechanism.

InTIC will maintain a documented process for receiving, validating, investigating and deciding appeals.

The appeals process will include:

- acknowledgement of receipt;
- validation and investigation of the appeal;
- gathering and verification of relevant information;
- recording and tracking of the appeal and actions taken;
- consideration of relevant previous appeals, where appropriate;
- determination of appropriate correction or corrective action, where applicable;
- communication of progress and the appeal decision; and
- formal notification of the completion of the appeals process.

The decision on an appeal will be made, or reviewed and approved, by person(s) who were **not previously involved in the subject of the appeal**, in accordance with InTIC's documented procedures.

5. Impartiality and Non-Discrimination

InTIC is responsible for decisions at all levels of its complaints and appeals processes.

The submission, investigation and decision on a complaint or appeal shall not result in discriminatory or retaliatory action against the complainant or appellant.

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InTIC will take appropriate measures to identify and manage conflicts of interest and ensure that persons involved in the investigation or decision-making process are appropriately independent and competent.

6. Confidentiality

Complaints and appeals will be handled confidentially. Information will be disclosed only where necessary for the investigation and resolution of the matter or where required by law, accreditation requirements or contractual obligations.

In the case of a complaint concerning an InTIC-certified client, InTIC will determine, together with the certified client and the complainant, whether and to what extent the subject of the complaint and its resolution may be made public, subject to applicable confidentiality and legal requirements.

7. Submission of a Complaint or Appeal

Complaints and appeals should preferably be submitted in writing and should include sufficient information to enable InTIC to understand and investigate the matter.

Please provide, where applicable:

- Name and contact details;
- Organisation name, if applicable;
- Description of the complaint or decision being appealed;
- Relevant dates and certification details;
- Supporting evidence or documentation; and
- The outcome or action being requested.

Complaints or appeals may be submitted to:

InTIC
Email: [director@intic.co.in]
Address: S-4, Vijaypark Commercial Complex, G. B. Road, Kasarvadavli, Thane 400615, India
Website: [www.intic.co.in]

Anonymous complaints may be considered where sufficient information is available for investigation. However, anonymity may restrict InTIC's ability to investigate or provide a response.

8. Timescales

InTIC aims to:

- acknowledge complaints and appeals within **5 Working Days**, where practicable;
- provide progress information where resolution requires additional time; and
- communicate the outcome as soon as reasonably practicable following completion of the investigation or appeal review.

The time required may vary depending on the complexity and nature of the matter.

9. Records and Continual Improvement

InTIC will maintain appropriate records of complaints and appeals, including investigations, decisions and actions taken.

Complaints and appeals may be analysed to identify recurring issues, risks and opportunities for improvement. Where appropriate, InTIC will implement correction, corrective action or other measures to prevent recurrence.

The effectiveness of the complaints and appeals process will be reviewed as part of InTIC's management and continual-improvement activities.

10. Further Information

A complainant or appellant will be informed of the outcome and, where applicable, the completion of the relevant process.

Where an external appeal or escalation mechanism is available or required under applicable accreditation requirements, legislation or contractual arrangements, the relevant information will be provided to the concerned party.

For further information or to submit a complaint or appeal, please contact InTIC Team:

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