



國際認可認證有限公司

Accredited Certification International Limited



Your Trustworthy Partner in Certification & Assessment
Provision of Management Training, Research & Survey

Appeals-handling & complaints-handling process

Introduction

ACI considers complaints as opportunities for improving our performance. On the other hand, our clients can have the right to make application for appeal in relation to certification result, verification result or findings in certification or verification activities. In order to facilitate our customers to lodge complaints when not satisfying with our services in relation to certification or verification services or apply for an appeal in objection to the certification result, verification result or findings in certification or verification activities., ACI has established convenient and user friendly Appeals-handling & Complaints-handling processes generally stipulated hereunder.

Complaints against ACI

1. To initiate a complaint, a complainant can lodge a complaint preferably in writing by informing ACI of subject of the complaint and relevant details together with his/her name, contact number or email address.
2. Acknowledgment shall be sent to the complainant by appropriate means on the receipt of the complaint. Normally, a written acknowledgment should be issued if written complaint is received.
3. ACI will take investigation to see whether the complaint is justified. If justified, corrective actions will be proposed and adopted to address the issue. Such investigation and the possible corrective actions will be taken in accordance with the relevant ACI procedures.
4. The investigation shall be conducted by an independent person.
5. The investigation result will be notified the complainant.

Complaints against certified or verified clients of ACI

1. Upon the receipt of the justified complaint concerning ACI's certified or verified clients, ACI shall contact (normally within 3 working days after receiving the complaint) and collect details from the complainant provided that the complainant has left his/her name and contact number or email address in the complaint.
2. ACI shall follow the issue with the concerned clients and report in the coming audit or verification report.
3. The result of the complaints will be notified the complainant.

Appeals

1. This process only applies to the appeals in relation to certification or verification results or findings of any certification or verification activities conducted by ACI auditors or verifiers.
2. A company wishes to appeal shall give notice in writing to the Business Director. A written acknowledgement shall be sent to the appellant upon the receipt of the notice.



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3. An appeal panel, normally consisting of three members, for appeal purpose will be set up subject to the ACI Governing Board Chairman's approval while such approval should not be unreasonably withheld.
4. The constitution of the panel shall be impartial and independent. The Chairman of the panel should be the chairman or duty chairman of the Governing Board of ACI.
5. A written notification of the Appeal Panel constitution shall be sent to the appellant and the ACI executives.
6. A meeting of the Appeal Panel shall be held within 30 days of receipt of such notice and the appellant shall be given at least 7 days notice of the time and place of such a meeting.
7. ACI shall submit evidence to the Appeal Panel and the appellant for the certification or verification decision or findings arising out from certification or verification activities of the appeal case at least 7 days before the meeting.
8. At such a meeting both the appellant and the ACI executives shall be entitled to be heard in confidence.
9. The decision of the majority of the Appeal Panel as declared by its chairman shall be final. The chairman may exercise a casting vote. The chairman shall provide the appellant a written statement of the appeal finding within 30 days after the decision of the Appeals Panel is made.

For Complaints and/or Appeals or further enquiry:

Contact number: 39778983

Email address: enquiry@aci-limited.com

Fax number: 2806 1940



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