

INFORMATION ON COMPLAINT HANDLING PROCESS

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Document Owner: Global VP Business Development

Approver: Global VP Business Development

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, ISO/IEC 17065, and ISO/IEC 17029. This process applies to complaints relating to Intertek's certification/verification/validation services, and complaints against certified clients, or a client whose claim has been verified/validated made to Intertek.

Definition

Complaints: Expressions of dissatisfaction made to Intertek with regards to its certification/auditing/verification/validation services or its certified/audited clients (as it relates to the implementation of the clients' management systems) or its clients whose claim has been verified/validated or is in the process of being verified/validated, 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 approved, 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/verification/validation activities or against the certified/audited client or against a client whose claim has been verified/validated or is in the process of being verified/validated.
- 1.5. When the complaint is against a certified/audited client or against a client whose claim has been verified/validated or is in the process of being verified/validated, 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 or their verified/ validated claim at an appropriate time.

2. Complaint Review

- 2.1. Complaints are resolved through an investigation and approval process with decisions made by Intertek. Intertek has the responsibility of gathering and checking all necessary information to approve the complaint.
- 2.2. Investigation of complaints related to certified/audited clients or related to verified/validate claims or related to claims in the process of being verified/validated typically include an examination of the





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certified/audited client's management system effectiveness, or of the verified/validated client's monitoring & reporting system and claim, or may necessitate a special visit, or may lead to the suspension of the certification if the complaint is related to a certified client, or may lead to the non-issuance of a Verification / validation Opinion or to the issuance of an unsatisfactory Verification / Validation Opinion, if the complaint is related to a client's claim.

- 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.

3. Additional Information for JAS-ANZ Traceable Certifications

In the situation where the complaint is filed by a customer holding a JAS-ANZ traceable certification, the complainant may refer the complaint to JAS-ANZ if dissatisfied with the outcome of Intertek's complaint handling process

4. Additional requirements for SAAS _SA8000 accreditation.

In the situation where the complaint is filed by a customer holding a SA8000 certification, the complainant may refer the complaint to SAAS if dissatisfied with the outcome of Intertek's complaint handling process <http://www.saasaccreditation.org/complaints>.

REVISION LOG

Revision #	Description of Change	Release Date
2	Addition of section 3 to address JAS-ANZ specific requirements	25-JAN-2019
3	Addition of section 4 to address SAAS SA8000 specific requirements	14-MAR-2019
4	Introduction of ISO/IEC 17029 requirements and terms	13-FEB-2026