

## Purpose

This document defines how complaints, appeals and feedback can be made by a client to SAI Global together with information on how a complaint, appeal or feedback is managed by SAI Global. The process for complaints and appeals shall be available to the public via the SAI Global website.

## Definitions:

Complaint	A formal expression of dissatisfaction about SAI Global personnel, services, decisions and/or clients.
Feedback	Information received by SAI Global in reaction to a product, a person's performance or a process which is used as a basis for improvement.
Appeal	Formal request by complainant for review of the outcome of a complaint investigation.
Certification Approver	A person authorised by SAI Global Certification Services Pty Ltd to make a certification decision.
Decision	The result of a review/investigation of the complaint or appeal.
Responsible Person	Person within SAI Global allocated responsibility for case managing a complaint.

## Complaint Procedure

### Process

Complaints can be made to SAI Global via email, letter or phone to your SAI Global contact.

When notifying SAI Global of a complaint please supply all details of the complaint and any evidence supporting your complaint.

Upon receipt of your complaint a Responsible Person will be assigned to manage the complaint. They will notify you of receipt of your complaint.

The Responsible Person will manage the complaint through to completion.

Your complaint will be investigated. Once a decision on the complaint is received the Responsible Person will advise you of the decision.

If you are dissatisfied with the outcome of the complaint investigation and decision you can appeal the complaint decision.

# Appeals Procedure

## Process

If you are dissatisfied with the outcome of the complaint, appeals can be made to SAI Global by contacting the Responsible Person and provide in writing the following:

- The nature of the appeal
- Evidence to support the appeal

The Responsible Person will forward the appeal request to SAI Global Certification Services General Manager.

The Certification Services General Manager will respond in writing acknowledging receipt of your appeal and arrange an independent review of your appeal. The review will include:

- Interviewing relevant stakeholders
- Reviewing all relevant documentation
- Considering information provided by the person making the appeal
- Considering any other relevant requirements, e.g. standard(s) or scheme requirements

Once the review is completed, the Certification Services General Manager will notify you in writing of the outcome of the appeal. Appeal decisions are considered final by SAI Global.

If you are not satisfied with the outcome of the appeal you have the right to contact the relevant accreditation body.

Submission, investigation and the decision on appeals shall not result in any discrimination against the Appellant by SAI Global.