

Complaint Handling Process

GT001, rev. 2

Document # GOP216

Release Date: 05-oct-2012

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Document Owner: GAM

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Purpose

To describe the complaint handling process, including receiving, validating, investigating, and deciding what actions are to be taken in response to the complaint.

Scope

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 services or its certified clients (as it relates to the implementation of the clients' management systems), where a response or resolution is explicitly or implicitly expected.

1.0 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.

Or by clicking here

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). If the complaint is deemed valid, it will be assigned to designated personnel for investigation and resolution. If the complaint is deemed invalid, the complainant will be notified in writing including the reason for rejection.

1.4 Intertek will take any necessary corrective actions related to the complaint, whether against Intertek certification activities or against the certified client.

1.5 When the complaint is against a certified client, the subject of the complaint is not to be made public unless Intertek, the complainant, and the client decide together as to what extent the subject of the complaint and the resolution shall be made public. Intertek will also notify the client of the receipt of a complaint against their certified system at an appropriate time.

2.0 Complaint Review

2.1 Complaints are resolved through an investigation and validation process with decisions made by Intertek authorized personnel on what actions are to be taken in response to the complaint. Intertek has the responsibility of gathering and verifying all necessary information to validate the complaint.

2.2 Investigation of complaints related to certified clients typically include an examination of the certified client's management system effectiveness. It may be necessary for Intertek to conduct a short-notice special audit to investigate complaints. The investigation may also lead to the suspension of the certification..

2.3 Whenever possible and appropriate, Intertek will provide the complainant with progress reports and the outcome of the investigation, and a formal notice of the end of the process.

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Revision Log

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0	Initial Release	27-aug-2012
1	Addition of the URL at paragraph 1.1	05-oct-2012