

**Complaints & Appeals Process****COMPLAINTS & APPEALS PROCESS**

QAI has a straightforward process for handling complaints / appeals related to certification services.

- Complaint/appeal Submission: Clients can submit complaints/appeal in writing to QAI regarding certification services.
- Complaint / Appeal Acknowledgment: QAI will acknowledge the receipt of the complaint / appeal within a specified timeframe.
- Investigation: QAI will investigate the complaint/appeal, analyze the situation, and identify any necessary corrective actions.
- Corrective Actions: Once the investigation is complete, QAI will inform the Client of the actions taken to resolve the issue.
- Resolution and Feedback: QAI will provide feedback to the Client, ensuring the complaint/appeal is fully resolved. If necessary, additional corrective actions will be implemented.
- Follow-Up: If the Client is not satisfied with the resolution, they may appeal as per the appeal handling process.

All objections can be sent to QAI by post or e-mail to Certification Coordinator at qaic@qaicert.com or at admin@qaicert.com or through the link provided on QAI's website on the page of "Connect With Us" at the following link www.qaicert.com. The Committee at QAI is same consists of at least two members. The appellant will be informed of the committee members and can contest them within 8 days by email.

A meeting will be held within two weeks after the committee members are confirmed. Both the appellant and the decision committee can present their case privately, and the committee may hear from other relevant individuals. The committee will make a final decision within two weeks of reviewing all information. The decision, based on majority vote, is final, and the original decision remains in effect during the appeal process.

End of Complaints & Appeal Process