



## Kiwa UK Group Complaints and Appeals Procedure

We are committed to providing a high quality service to all our clients. If you think that something has gone wrong we need you to tell us about it. This will help us to improve our service and standards. We will promptly investigate any complaint that we receive and will keep you up to date with its progress. We will ensure that your complaint is investigated independently by someone not involved in the activities to which the complaint relates.

If you have a complaint, please provide us with as much relevant information as possible using one of the mechanisms below:

By email to: [uk.quality@kiwa.com](mailto:uk.quality@kiwa.com)

By telephone to: +44 (0)1242 677877

In writing to: Quality Team, Kiwa UK Group, Kiwa House, Malvern View Business Park, Stella Way, Bishops Cleeve, GL52 7DQ

### What Will Happen Next?

1. When we receive your complaint we will send you an email acknowledging receipt of it.
2. We will validate your complaint by ensuring that it relates to an activity for which we are responsible. If it does not then we will inform you of this and advise you on a course of action that you could take.
3. If your complaint does relate to an activity for which we are responsible, we will appoint a complaint investigator who will gather all information that they feel is necessary and relevant from both you and from the parties to which the complaint relates. We will contact you to obtain your information within 7 days of sending you the acknowledgement email.
4. We will then investigate your complaint in line with the requirements of our quality management system. Once all relevant information has been clarified and reviewed, the investigator will decide whether your complaint is upheld or not upheld.
5. We will contact you to inform you of the outcome of the investigation and, where necessary, any actions that have been taken, or need to be taken, to complete a resolution. Ordinarily this contact will be within 28 days of the original acknowledgement email having been sent. If the investigation is complex, or cannot be undertaken within this time frame, we will inform you of this along with an estimated time for completion.
6. Complaints are left open for 28 days post-completion to allow you to respond and/or acknowledge your satisfaction with the outcome. If there is no response within this period, we will close your complaint. We will retain records of the complaint for a minimum of 5 years.
7. If you are not satisfied with our decision about your complaint then you have the right to appeal. This appeal should be made to the Head of Quality by one of the mechanisms detailed above. They will appoint someone independent of the original complaint investigation and independent of the activities to which the complaint relates, to conduct the appeal investigation.

8. Following completion of the appeal investigation we will contact you to communicate our final position on the complaint and an explanation of our reasons for reaching our decision. If you are still not satisfied, and the complaint relates to an accredited activity, you have the right to complain to the United Kingdom Accreditation Service (UKAS). Information on how to do this can be found here: <https://www.ukas.com/customer-area/complaints-feedback-and-appeals/>
9. The above process will be followed if you are appealing against a certification decision that we have made rather than making a complaint.

Policy Authorised By: Kiwa UK Group Head of Quality

Date Authorised: 27<sup>th</sup> February 2025