

## COMPLAINT HANDLING

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All complaints or appeals can be registered officially through COAE website, phone and fax. All complaints are handled and processed in a constructive, impartial and timely manner. For all such complaints:-

- I. COAE will be responsible for all decisions at all levels of the complaint handling process.
  - II. Submission, investigation and decision on complaints will not result in any discriminatory actions against the complainant.
  - III. COAE, Upon receipt of a complaint, will confirm if the complaint relates to certification activities that it is responsible for and, if so, will deal with it. In case of any substantiated complaint about a certified client shall also be referred by COAE to the certified client in question at an appropriate time.
  - IV. COAE has a documented process to receive, evaluate and make decisions on complaints. This process is subjected to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.
  - V. The complaints-handling process includes the following elements and methods:
    - a. An outline of the process for receiving, validating, investigating the complaint, and for deciding:-
    - b. What actions need to be taken in response to it;
    - c. Tracking and recording complaints, including actions undertaken in response to them;
    - d. Ensuring that any appropriate correction and corrective action are taken.
  - VI. On receiving the complaint COAE will be responsible for gathering and verifying all necessary information to validate the complaint.
  - VII. Whenever possible, COAE will acknowledge receipt of the complaint, and provide the complainant with progress reports and the result of the complaint.
  - VIII. The decision to be communicated to the complainant will be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint.
  - IX. Whenever possible, COAE gives formal notice after the closure of complaint.
  - X. COAE determines, together with the certified client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution will be made public.
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