

	COMPLAINTS AND APPEALS POLICY	Policy Number: PY-07
		Revision Number: 00
		Effective Date: 10.12.2021

Complaints & Appeals Policy

QCert Singapore is committed to providing a high quality service experience.

However, it is recognised that customers will sometimes become dissatisfied with a service we have provided or failed to provide. We know that there may be disagreement regarding certification decisions, audit findings, audit team members behaviours and way of conducting audit. There may also be occasions where customers have grounds to appeal a decision made by QCert Singapore.

The [Process of Complains and Appeal](#) gives more detail on how the QCert Singapore handling complaints and appeals, from initial through to final resolution and review, and information on how to make a submission under each stage.