



COMPLAINTS AND APPEALS

1. Clients who may wish to make a complaint could submit in writing to the GICG management at feedback@gicgrp.com, stating specific details of the nature of the complaint. The GICG management will conduct an internal investigation and conclude its investigation with corrective actions where deemed necessary.
2. GICG will notify certified clients of any complaint about them that is received from their customers or any other party. GICG would give certified clients reasonable time and opportunity to respond to the nature of the complaint raised. GICG will investigate on the complaint and take appropriate actions. If the complaint relates to clients' certified activities, GICG will examine the effectiveness of clients' certified management system at the surveillance audits.
3. GICG requires certified clients to maintain a Complaints File detailing their customers' complaints and clients' responses and corrective actions. GICG's auditors will review any complaints and customer feedback during the surveillance and/or re-certification audits.
4. Clients may appeal any decision and/or actions taken by GICG by submitting in writing, the details to the GICG's Scheme Manager for escalation actions to the GICG Independent Certification Board ("the ICB"). The ICB shall appoint suitable persons and/or an Appeal Committee to investigate and/or review into the appeals. The ICB shall impose appropriate remedial or conciliatory actions to resolve the appeals. Records of the ICB's deliberations are noted in the ICB's minutes.
5. The complainants may refer the complaint to accreditation body if they are dissatisfied with the outcome of the complaints handling process.
6. If an appeal is raised, clients and GICG Local's auditors will be called upon to state their case in private with the appointed Appeal Committee. The decision of the Appeal Committee shall be final and shall not be subjected to further appeals.