

## Guidelines for Handling Complaints and Appeals

At CCS, we are dedicated to providing exceptional service to all our clients. In the event you encounter an issue that requires resolution, we encourage you to utilize our formal complaint procedures. These procedures are designed to ensure a fair, efficient, and objective investigation of all concerns.

Note that CCS will only handle complaints or appeals related to the services it has provided to your organization.

### **Definition of Terms:**

- **Appeal** – a request by the client or organization that has been certified or undergoing a conformity assessment process (system and/or product certification) with CCS for its reconsideration of a decision it has made relating to the activities conducted
- **Complaint** – expression of dissatisfaction, other than appeal, by any person or organization to CCS, relating to the activities of that body, where a response is expected

### **Submitting Your Complaint / Appeal:**

To expedite the investigation process, we kindly request the following information in your complaint/appeal, in writing.

- **Detailed Description** – Please provide a clear and concise account of the issue, including:
  - Specific dates and times of relevant events.
  - Locations involved (if applicable).
  - Names of individuals involved (if known).
  - **Supporting Documentation** – If available, please attach any relevant documentation pertaining to the service provided by CCS (e.g., receipts, emails, contracts).
- **Objective Evidence** – Where possible, please include any objective evidence that strengthens your case, such as photos, witness statements, or recordings (if legal).

Please strive for factual accuracy in your descriptions and avoid using inflammatory language.

### **Investigation Process:**

- All submitted complaints or appeals will be treated with the strictest confidentiality. Your personal information and the details of your complaint will only be disclosed to those directly involved in the investigation.
- You will receive a written acknowledgement of receipt typically within 1 working day.
- Our team will conduct a thorough and impartial review of your complaint, considering all available information before reaching a conclusion.
- We will keep you informed of the progress of the investigation and provide a response within the best time possible provided that all facts to carry out the investigation are available.
- If the initial resolution does not meet your expectations, you may apply for a reconsideration of the decision.

### **Channels Available:**

You may submit your formal complaints through any of the following channels:

- **Online Form** – Use our secure online complaint form accessible through our website ([click here](#))
- **Email** – Submit your complaint electronically to [info@ccs-certification.com](mailto:info@ccs-certification.com)

We value your feedback and appreciate your cooperation in resolving any outstanding concerns. Should you have any further inquiries regarding our complaint procedures, please do not hesitate to contact us.