

## **“Assisting you to make the process work”**

### **COMPLAINTS AND APPEALS**

#### **INTRODUCTION**

The following is the process to be used to submit a complaint to Quality Control Services (Environmental), its staff, or to appeal against a decision made by Quality Control Services (Environmental) or its staff. All communication regarding complaints and appeals must be made in writing for traceability purposes.

With all complaints and/or appeals regarding the auditing process(s), an attempt to resolve the issue should be made at the time with the auditor.

#### **COMPLAINTS AND APPEALS PROCESS**

All complaints and certification appeals regarding Quality Control Services (Environmental), its staff, agents or sub-contractors, must be submitted in writing and directed to the Director, Quality Control Services (Environmental) Pty Ltd, Mr Malcolm Clarke. This can be either through email or Australia Post mail, to the following addresses:

- [mal@qcse.com.au](mailto:mal@qcse.com.au)
- QCSE, 45 Barossa Way, Woodcroft SA 5162

The Director will respond as soon as possible, confirming the receipt of the complaint and the process to be initiated. If the complaint or appeal requires adjudication of a registration status or similar, the Certification Manager will also be involved. The Director/Certification Manager will review the details of the complaint/appeal and discuss them with both the complainant and the auditor. The Director/Certification Manager will then make a decision, and inform both the customer and the auditor of the outcome.

If the complainant refuses to accept the decision made by the Director/Certification Manager, the appeals process must be initiated and the complaint/appeal will be escalated to the Quality Control Services (Environmental) External Committee. The complainant will be notified of this.

Quality Control Services (Environmental) will endeavour to solve all complaints/appeals within three (3) calendar months of lodgement. If this does not occur, Quality Control Services (Environmental) will notify the Joint Accreditation Systems of Australia and New Zealand (JAS-ANZ). If the complaint/appeal cannot be solved amicably, then the client may escalate the situation, in writing to JAS-ANZ.