

## **Cert-ain Certification Ltd. roles and responsibilities**

Cert-ain Certification Ltd. (CCL) is committed to providing a high quality certification service to its customers. Our aim is to treat all parties fairly and equitably and handle all complaints in a constructive, impartial and timely manner.

CCL shall investigate complaints in accordance with the requirements of international standard ISO/IEC 17024 "Conformity assessment – General requirements for bodies operating certification of persons".

CCL will not normally record verbal, anonymous or unsubstantiated complaints unless clear evidence is presented to justify an investigation.

CCL cannot investigate complaints relating to financial or contractual disputes between an assessment centre and its customers.

## **Dealing with a complaint**

On receipt of a written complaint, CCL shall carry out an initial review of the evidence provided. If deemed necessary, CCL may request additional information or explanation prior to formally recording the complaint.

Should CCL determine that the complaint is outside its' jurisdiction, CCL shall provide a written response detailing the reasons for that decision.

In the case of third-party complaints e.g. a candidate complaint relating to an assessment centre, complainants shall provide CCL with sufficient evidence to demonstrate that they have previously addressed their concerns to the appropriate individual or organisation and given them the opportunity to respond.

On completion of the initial review process, CCL shall formally record the complaint and allocate an appropriate member of staff to manage the investigation process. CCL shall then formally acknowledge receipt of the complaint (normally within 5 working days of receipt unless additional information or explanation is required).

CCL shall carry out an impartial investigation of the complaint, gathering and verifying the necessary evidence to validate the complaint. On completion of the investigation, CCL shall provide the complainant with written confirmation of the outcome.

Whenever possible, CCL shall make appropriate arrangements to safeguard the confidentiality of information relating to any complaints.

## **Making a complaint**

All complaints shall be sent to the Certification Manager at:

Cert-ain Certification Ltd.                      email: [info@cert-ain.com](mailto:info@cert-ain.com)  
58A High Street  
Melbourne  
Derby  
DE73 8GJ

## **Appeals**

If a complainant is not satisfied with the outcome of a complaint investigation, they may request CCL to reconsider the decision in accordance with the CCL Appeals process.