



## **Kiwa UK Group Complaints Procedure**

We are committed to providing a high quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. All our clients enter a contract with us and confirm, as part of the contract, that they accept our terms and conditions. Note that this procedure only applies to those of our clients with whom we have a contract. If you do not have a contract with us and have a complaint, then please contact our Head Office on 01242 677877 for advice on who to approach.

If your complaint relates to a product manufacturer or a supplier, then you must follow their complaints procedure in the event of a complaint.

If you have a complaint, please provide us with the relevant information. Our contact details are:

Email: [uk.service@kiwa.com](mailto:uk.service@kiwa.com)

Tel: +44 (0)1242 677877

Address: Quality Manager, Kiwa UK Group, Ground Floor South West, The Grange, Bishops Cleeve, Cheltenham, GL52 8YQ

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint.
2. We will gather sufficient information from involved parties.
3. We will then investigate your complaint. This will normally involve passing your complaint to the relevant member of the Senior Management Team and to our Quality Manager.
4. We will then contact you to discuss the complaint, within 14 days of sending you the acknowledgement letter.
5. Our Quality Manager will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter. All documentation related to the complaint will be stored for at least 5 years.
6. If you are still not satisfied following receipt of the written reply from our Quality Manager, you have the right to appeal, and your appeal will be elevated to Director level for further discussion. This will lead to us providing you with a written response to the discussion, including confirmation of our final position on your complaint and an explanation of our reasons for reaching our decision.
7. If the complaint still cannot be resolved, it should be referred to the appropriate Certification Body; Kiwa UK Group will provide you with the appropriate contact details upon request.
8. Complaints/appeals are left open for a minimum of 28 days post completion to ensure the complainant/appellant is satisfied with the final response. If there is no further response, following the 28 days stand still period, the Quality Manager completes and signs off the complaint/appeal form.

Any complaints we receive are discussed at our regular Impartiality Committee meetings.

This policy is reviewed annually and is the responsibility of Kiwa UK Group's CEO.