	AI CERTs	Approved By: Mr. Chintan Dave
	AI CERTs General Complaints Policy	Certification Director
Date: 8 th Jan 2024		

AI CERTs General Complaints Policy

AI CERTs is committed to maintaining a transparent and efficient complaints process to address any issues raised by concerned parties or stakeholders. The **Appeals and Complaints Officer**, who reports to the Manager for Quality & MIS, is responsible for addressing and resolving any valid complaints. Complaints can be filed using the **AI CERTs Complaint Form**, and supporting evidence may be attached when applicable.

Filing a Complaint

Any individual, referred to as the "Complainant," may file a complaint. To ensure the complaint is valid, the Complainant must complete the online **Complaint Form**.

Complaints related to breaches of privacy, regulatory compliance, plagiarism, or any false/misleading representations regarding an application or maintenance of certification can be submitted at any time. Complaints that fall outside these categories will not be considered if the event occurred more than 2 years prior to the date of filing the complaint.

Note:

If the subject of the complaint is or becomes part of a pending legal proceeding, AI CERTs may defer action on the complaint until the legal matter is resolved.

Complaint Process

1. Submission


- The Appeals & Complaints Officer receives the completed Complaint Form from the Complainant.

2. Acknowledgment

- The Appeals & Complaints Officer acknowledges receipt of the complaint and informs the Communication Officer, who sends an acknowledgment email to the Complainant within 72 hours.

3. Verification

- The Appeals & Complaints Officer reviews the complaint to verify its validity.
- If the complaint lacks merit, it is closed, and the decision is communicated to the Complainant through the Communication Officer.

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4. Investigation

- If the complaint has merit, the Appeals & Complaints Officer investigates further, collaborating with the relevant parties. If the complaint involves a certified person, they will be contacted for information and informed of the complaint.

5. Review of Findings

- The investigation findings are forwarded to the Manager of Quality & MIS and the Director of Certification.

6. Final Decision

- The Director of Certification makes the final decision based on the investigation results and provides instructions for any necessary actions.


7. Notification

- The final decision is communicated to the Complainant by the Communication Officer.

Timeline: AI CERTs will provide the Complainant with an actioned response within 30 days of receiving the complaint.

Complaint Confidentiality

All complaints are treated with confidentiality. If identifying information needs to be released, AI CERTs will seek consent from the Complainant before disclosing any personal information. No identifiable information will be shared without documented permission from the Complainant.

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Version History				
Version	Date	Description of Changes	Policy Title/Section Updated	Notes
V1.0	8 th Jan 2024	Initial Copy	AI CERTs General Complaints Policy	NA