

Form No.:	WI04	Date:	17/10/2025
Revision No.:	1	Page:	1 of 1
APPEALS AND COMPLAINTS			

The Client of **Associated Kokusai Service Limited (AKS)** (certified Organization or Applicant) may have the right to complain or appeal against certification services / decision and audit results.

Appeals

1. In the event of an organization wishing to appeal against any audit result / certification decision of the AKS, it shall within **20** working days after having been officially informed of such a result / decision, gives notice in writing to the **Chief Executive (CE) / Quality Manager (QM)** of AKS of its desire to appeal against that decision. A meeting of the Appeals Panel of AKS will be held with **30** working days of receipt of such notice and the appellant will be given at least **7** working days' notice of the time and place of such a meeting.
2. The **CE / QM**, who act as the Secretary of the Appeals Panel will invite **2** members of **Governing Council or / and an Independent External Expert** if it deems necessary to form the Appeal Panel. All participants in the Appeals Panel will declare confidentially and no conflict of interest in the appeal matter.
3. The original decision of the AKS will stand (and its effect take place) pending any meeting of the Appeals Panel. At such a meeting both the appellant and the AKS executives shall be entitled to be heard in confidence, the decision of the majority of the Appeals Panel as declared by its **Chairman** will be final. The **CE / QM** may exercise a casting vote. The **CE / QM** will provide the appellant a written statement of the appeal findings; including the reason for the decision reached, within 20 working days after the decision of the Appeals Panel is made.
4. The appellant shall have the right to state objections to the constitution of the Appeals Panel. Following receipt of any objection the Council shall consider the objection and decide whether to change or retain to the objection and constitution of the Appeals. The Council's decision in relation to the objection and constitution of the Appeals Panels will be final.

Complaints

1. In the event of an organization wishing to lodge a complaint regarding certification services and results to AKS, it shall officially make the complaint in writing to AKS.
2. On receipt of a complaint, AKS will register the complaint and acknowledge the receipt to the complainant within **10** working days. Then, he or his delegate will collect the relevant information to investigate whether the complaint is justified.

For justified complaint, corrective actions will be proposed and adopted to address the issue. All participants in the hearing shall declare whether they have conflict of interest in the complaint matter. At such a hearing, both the complainant and the AKS executives will be entitled to be heard in confidence. After the hearing, AKS hearing leads the team to investigate the cause of complaint and resolve the complaint accordingly. Then, it shall provide the complainant with written statement of their findings, including the resolution approach, within **20** working days after the hearing is made. The personal taking part in the investigation will be independent of the audits concerned.

3. For unjustified complaints, a reply with reasons will be sent to the complainant.
4. If the complaint relates to a certified client, then examination of the complaint shall consider the effectiveness of the certified management system.
5. Once receipt of an enquiry, it will be passed to responsible staff. Such as enquiry about quotation, it will be passed to application reviewer to follow up.

For Appeal, Compliant or Further Enquiry, please contact:

Contact Name : Ms. Sum
 Contact Number : +852 3618 7582
 Email Address : info@aksglobal.net
 Fax Number : +852 3618 7706
 Website : www.aksglobal.net