

APPEALS AND COMPLAINTS

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

Appeals

1. In the event of an organization wishing to appeal against any audit result / certification decision of AKS, it shall within 20 working days after having been officially informed of such result / decision, give notice in writing to the Chief Executive (CE) of AKS of its desire to appeal against that result / decision. A meeting of the Appeals Panel of AKS will be held within 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, who act as the Secretary of the Appeals Panel will invite 2 members of Governing Council and an independent external expert if it deems necessary to form the Appeals Panel. All participants in the Appeals Panel will declare confidentially and no conflict of interest with the appeal matter.
3. The original decision of AKS will stand (and its effect take place) pending for any meeting of the Appeals Panel. At such a meeting both the appellant and AKS's 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 may exercise a casting vote. The CE 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 Panel. The Council's decision in relation to the objection and constitution of the Appeals Panel 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 with the complaint matter. At such a hearing, both the complainant and AKS's executives will be entitled to be heard in confidence. After the hearing, AKS will lead 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 personnel 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 the responsible staff. Such as enquiry about quotation, it will be passed to the application reviewer to follow up.

For Appeal, Compliant or Further Enquiry, please contact:

Contact Number : +852 3618 7582
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Fax Number : +852 3618 7706

上訴及投訴

AKS 之客戶 (獲認證機構或申請者) 擁有對認證服務及/或決定、或審核結果作出投訴及上訴之權利。

上訴

1. 如機構對AKS之審核結果或認證決定有意作出上訴，需於正式收到該結果或決定後20個工作天內以書面形式通知AKS之行政主管。AKS會在收到該上訴後30個工作天內由上訴小組舉行會議，亦會於會議舉行最少7個工作天前通知上訴之機構。
2. 如有需要成立上訴小組，行政主管會擔任上訴小組之秘書，並邀請2位理事會成員及1位外部獨立人士組成小組成員。所有上訴小組成員均需對會議內容保密及與上訴事宜沒有任何利益衝突作出聲明。
3. AKS原來之決定會等待上訴小組會議後裁決。上訴小組成員會於會議聆聽上訴之機構及AKS雙方發言。裁決會以大多數上訴小組成員投票通過決定，並由其主席宣佈裁決。行政主管會於裁決後20個工作天內以書面向投訴之機構陳述有關裁決之結果及理由。
4. 投訴之機構擁有權利反對上訴小組之裁決。如收到有關反對，理事會會考慮有關之反對並決定是否對裁決作出修改。理事會就有關反對之決定將會是最後之裁決。

投訴

1. 如機構對AKS之認證服務有意作出投訴，可以書面形式通知AKS。
2. AKS收到投訴後會為投訴開立檔案並於10個工作天內通知投訴之機構。AKS之代表人員會收集有關資料及對投訴作出調查。
如投訴成立，AKS會就該問題作出修正行動之建議並舉行聽證會。參與聽證會之人士均需對投訴事宜是否有利益衝突作出聲明。投訴之機構及AKS之代表均會於聽證會上發言。AKS會於聽證會完結後對投訴之成因作出調查並提出解決方案，相關調查會由獨立人員進行。AKS會於聽證會後20個工作天內以書面向投訴之機構陳述有關之調查及解決方案。
3. 如投訴不成立，AKS會向投訴之機構發出回覆及列明原因。
4. 如投訴涉及已獲認證之客戶，評估投訴時需考慮獲認證之管理系統的有效性。
5. AKS在收到查詢後會交予相關負責同事處理。例如查詢有關報價事宜的，會交予申請審閱人員跟進處理。

如有任何查詢、上訴及投訴，請與我們聯絡：

聯絡電話 : +852 3618 7582
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