

Complaints and Disputes Policy

Complaints and Disputes

The process of responding to and addressing complaints and disputes is an integral part of ABAC Certification's client relations.

It is ABAC Certification policy that complaints and appeals shall be handled within a reasonable timescale and as transparently as possible, whilst fully respecting principles and requirements of confidentiality and impartiality and will not result in any discriminatory actions.

Complaints about ABAC Certification service or processes.

Complaints shall be submitted to Scheme Manager at huma.k@abacgroup.com or on-line form. The received complaints will receive acknowledgment, a review of the issue will be initiated, and a response will be made by a person independent of the issue.

Complaints about a company certified by ABAC Certification.

ABAC Certification involvement in complaints against certified companies is limited to review and evaluation of whether the company is in compliance with the requirements of certification and requiring appropriate action as a result. ABAC Certification will not become involved in individual cases of dispute. Complaints shall be submitted via email huma.k@abacgroup.com or on-line form.

Complaint and Appeal Resolving Process

- Complaints shall be submitted via email Scheme Manager at huma.k@abacgroup.com or on-line form.
- To assist in this process, complaints lodged should include all the required information.
- Receipt of a submitted complaint or appeal will be acknowledged within 3 working days of receipt.
- ABAC Certification will investigate the allegations and specify all its proposed actions in conclusion to the complaint or appeal.
- ABAC Certification will provide a proposed corrective action and request Complainant to comment within 15 calendar days. If there is no response from the Complainant within 1-month complaint shall be considered closed.
- In case additional time is required to resolve the complaint, ABAC Certification will keep the complainant informed of progress in evaluating the complaint;
- ABAC Certification will finally notify the complainant when the complaint is closed.

Signed,

KANWAL ZAFAR

Managing Director ABAC Center of Excellence Limited

Effective date: October 4, 2018

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CRI-POL-012, Rev. 2.0, Date 28-01-2019



REVISION HISTORY OF THE DOCUMENT

Revision Status		Page No.	Description of Changes	Effective Date
Revision No.	Rev. Date			
0	13-03-2017	All	First Issue	13-03-2017
1	04-10-2018	All	Name Change	04-10-2018
2	28-01-2019	All	Email updated	28-01-2019

NOTE:

Upon receipt of amendments, please

- a) Remove and destroy the amended sheet(s) / page(s)
- b) Replace it with superseded sheet(s) / page(s)
- c) Check the controlled status
- d) Inform any discrepancy observed to Scheme Manager/ Management Representative