



Atlas Certification Pty Ltd  
L3, 47 South Terrace  
Adelaide SA 5000  
[www.atlascertification.com.au](http://www.atlascertification.com.au)  
ABN: 33 621 487 447

## **ATLAS Certification**

# Policy Statement –COMPLAINTS–

### **COMPLAINTS ABOUT OUR SERVICES**

We encourage our clients and/or any other interested parties to make us aware of any situation where they believe our services or processes have not met their requirements or expectations.

On receipt of any such notifications, either verbal or in writing, and whether explicitly labelled as a 'complaint' by the person/ organisation bringing it to our attention or not, we will consider and treat it as a complaint.

Once a complaint has been received, we will acknowledge receipt and it will be recorded in our Non-Conformity/ Corrective Action register. The Certification Manager is to be notified of receipt of the complaint without delay and in writing (this can be done by email). An investigation of the issue will then be conducted by the Certification Manager (or the Managing Director) and shall be commenced within 5 working days and shall aim to determine:

- what happened and how did it happen;
- the root cause of the issue;
- the options for correction/ remedy of adverse effects; and
- the need for Corrective Action.

Where the complaint relates to (a) specific person(s) or his/her/their actions, we will ensure these people are not involved in/responsible for the investigation of the complaint or any subsequent decision making in relation to the complaint.

As Complaints represent a potential incident and an indication to possible nonconformity, all information related to the complaint and the results of subsequent investigation shall be recorded in our Non-Conformity/ Corrective Action register.

Where necessary, we will collect evidence from relevant sources, which may include the complainant as well as the subject of the complaint (where this is a person). We will endeavour to resolve the issue to the best of our ability, resolve the issue where possible and, where necessary to avoid recurrence, determine and implement Corrective Actions.

Wherever possible and relevant, we will provide the complainant with information on progress and the outcomes of our investigations as well as any actions taken to remedy the situation or to avoid recurrence.

As far as possible, we will keep information related to the complaint, including the complainant and the subject of the complaint, confidential. It is however important to realise that our investigation could indicate to parties involved that a complaint was raised.



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Under no circumstance shall we allow that raising a complaint, providing us with further evidence, the results of our investigation and decision result in any discriminatory actions against the person or organisation raising the complaint.

### **COMPLAINTS ABOUT CERTIFIED CLIENTS**

We also encourage anyone who believes that a certified client is breaching the conditions of certification or has conducted in behaviour that is incompatible with the status of a certified organisation to contact us to discuss whether a formal complaint should be raised. Formal complaints about clients must be submitted in writing. ATLAS Certification will take such complaints very seriously and we will ensure the matter is recorded and investigated without delay.

On receipt of a complaint, we shall acknowledge receipt and initiate an investigation, also determining its relevance in terms of the effectiveness of the client's certified Management System. During this investigation, we will collect information from relevant sources, which may include the complainant, the client, our staff and any other party we identify as having relevant information about the matter or who may be able to provide additional 'context', incl. legislation and regulatory requirements.

All information received from the complainant and obtained during investigation, as any decisions made, actions taken by the client and all other relevant data shall be recorded in the client file. Where further follow up and/or verification is required this will be recorded in such a way that it will be scheduled as part of the next surveillance audit.

Where the outcome of our investigation reveals a breach of applicable certification requirements, the client will be required to take action to resolve the issue and to determine and implement Corrective Actions to avoid recurrence as necessary.

Although we will endeavour to keep the identity of the complainant confidential, it is important to understand our investigation into the complaint will include communication about the subject of the complaint with our client, which could indicate the identity of the person or organisation raising the complaint.

We strive to inform the complainant about the outcome of our investigation and the subsequent actions taken. Please note that confidentiality requirements may prevent us from disclosing specific information that relates to our clients and/or their processes to third parties.

Where appropriate in light of the subject of the complaint and its effect on the wider community, we shall determine, together with the client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.



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### **General information relating to all complaints**

We endeavour to deal with any complaint without undue delay. Complaints will be reviewed at least monthly (planned as a Task in Outlook) whereby it is checked if customer complaints have been resolved with the client and if Corrective Actions have been determined and/or implemented. Should the register indicate a customer complaint is over 60 days old, the matter will be referred to our Management Team for further resolution and a Task is entered in Outlook on the 90 day anniversary of it being raised, which is when the issue will be referred to relevant accreditation authorities.

We consider it very important that our handling of complaints is to the satisfaction of the complainant. Should the complainant not be satisfied with the way the complaint was handled by us or consider the outcome of the complaint to be inadequate, the complainant has the right to refer the matter to a relevant accreditation authority (for which we will provide contact details if required).

In case of referral to a relevant accreditation authority, we will provide all information required from us to the relevant accreditation authorities and provide our full cooperation with any subsequent enquiry and/or investigation such authorities may choose to conduct.

Please note that a separate process exists for dealing with appeals of Certification Decisions we have made. Details of this process are provided within our Terms & Conditions.

A handwritten signature in blue ink, appearing to read "F. van der Willigen".

F. van der Willigen  
Managing Director