 QUALITY ASIA Certifications Private Limited	QUALITY ASIA CERTIFICATIONS PVT. LTD.
	212, Bhera Enclave, Paschim Vihar, New Delhi-110087

Handling Procedure for Information Request, Appeals and Complaints

1. INTRODUCTION

Quality Asia Certifications Private Limited is committed to providing excellent service to our clients and stakeholders. This document outlines our procedures for handling information requests, appeals, and complaints.

2. Information Requests


We encourage inquiries about our certification services, standards, and procedures.

- **How to Submit:** Information requests can be submitted through our website contact form, by email at Operations@qualityasia.in, or by Website at <https://www.qualityasia.in/contact.php>.
- **Response Time:** We aim to respond to all information requests within two business days.

3. Appeal Process

In the unlikely event you disagree with a certification decision made by Quality Asia, you have the right to appeal.

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Any client shall make an appeal to the Managing Director of Quality Asia through our website link - <https://www.qualityasia.in/complaint.php>

- **Time Limit:** All appeals shall be addressed within 30 working days from the receipt of the appeal, and Quality Asia shall provide the client with progress reports and the outcome.
- **Appeal Submission:** Appeals should be sent at Operations@qualityasia.in and include:
 - A clear statement outlining the specific decision being appealed.
 - The reasons for your disagreement with the decision.
 - Any supporting documentation relevant to your appeal.
- **Review Process:** All appeals are reviewed by the appeal panel constituted by the managing director for each appeal. The appeal panel shall contain at least one member from Quality Asia's auditor panel who have not been part of the audit and are also not involved in certification decisions or the subject of the appeal. All appeals are reviewed by the appeal panel constituted by the managing director for each appeal. The appeal panel shall contain at least one of the Quality Asia's auditors who have not been part of the audit and are also not involved in certification decisions or the subject of the appeal. Based on the decision of the appeal panel, Quality Asia shall initiate appropriate correction and corrective action, as recorded in ERP Doctype, and register for complaints, appeals, and disputes.

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- QUALITY ASIA ensures that the submission, investigation, and decision on appeals shall not result in any discriminatory action against the appellant.


4. Complaint Process

Quality Asia takes all complaints seriously. If you have a complaint about our services or personnel, we encourage you to file it formally.

The complaint can be made to the managing director by the client or any other interested party in writing, giving details of the complaint. The complaint shall either relate to the certification activities of Quality Asia or to the certified client and its activities.

- **How to Submit:** Complaints can be submitted through our website contact form, by email at Operations@qualityasia.in.
- **Complaint Investigation:** The managing director shall review the complaint to ascertain its seriousness and genuineness. Quality Asia shall provide the complainant with progress reports and the outcome. All complaints are reviewed by the complaint panel, which is constituted by the managing director for each complaint. The complaint panel shall contain at least one of Quality Asia's auditors who have not been part of the audit and are also not involved in certification decisions or the subject of the complaint. Further, the complainant shall be given an opportunity to present the case to the panel in person if he so desires. The complaint panel shall investigate the complaint by looking into the records and/or talking to the

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complainant and QUALITY ASIA and shall take a decision taking into account the results of any previous such complaints. In the case of a complaint about a client, a visit to the client is necessary to complete the investigation.

- **Response and Resolution:** The details of the investigation, the correction, and the corrective actions identified are recorded in the complaint register. After review and approval of the correction and the corrective action, the same was communicated to the complainant by the managing director. We will aim to resolve your complaint within 30 business days and keep you informed throughout the process. You will receive a written response outlining the investigation findings and any corrective actions taken.

5. Disputes

Any dispute arising out of Quality Asia's certification activities shall be settled by private negotiations between the parties in accordance with the Laws of India. If private negotiations are not successful, all disputes, controversy, claim, or breaches of contracts shall be subject to exclusive jurisdiction of the courts at New Delhi. Records of all the disputes are maintained and reviewed in MRM and IPC meetings.

For More information, kindly refer to our contact us page on the website - <https://www.qualityasia.in/contact.php> or reach us at email - operations@qualityasia.in

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