

Complaints and Appeals Process

An interested party has the right to appeal / complain to Advantage International's Management in writing, within thirty days of receiving or encountering:

- 1) A letter denying registration services.
- 2) A disagreement with a nonconformance raised during an audit.
- 3) Confirmed level of dissatisfaction with a service performed by an Advantage representative.
- 4) A notice of suspension of the registered status of the Management System.
- 5) A notice of withdrawal of the registered status of the Management System.

The appeal / complaint must be on an organization's letterhead, be signed by the Management Representative and a Senior member of the organization's management and must be accompanied by all supporting documentation that clearly and precisely supports the appeal / complaint.

Upon receipt and confirmation that the requested appeal / complaint is from a valid source, Advantage International (using other Advantage personnel being independent of those involved with the appeal / complaint) will respond to the Organization after reviewing the appeal / complaint and supporting documentation within forty-five days after receipt.

Should Advantage International's ruling be in favor of the Organization, Advantage will:

- 1) Accept the Organization's application and proceed with the quotation/assessment.
- 2) Rescind the NCR and update the audit file accordingly.
- 3) Respond to the complaint in writing.
- 4) Rescind the notice of suspension of the Management System
- 5) Re-instate the registration status of the Management System.

Should Advantage International's ruling endorse and reconfirm the decisions / actions, the Organization will be notified accordingly, in writing, including the reasons for the decisions reached by Advantage.

In all cases, records will be retained and the appeal / complaint shall not result in any discriminatory actions against the appellant / complainant.