



International Management Accreditation Board

Address : 51, Goldhill Plaza, #07-10/11, Singapore 308900
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Complaints Procedure (Applies to all Accredited Bodies)

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Area of application

This general guideline of 'Complaint Procedure' applies to all Accredited Bodies that are member of IMAB and any other third party directly or indirectly associated with IMAB (e.g. organization certified through certification body who is been accredited by IMAB). It primarily serves to provide an interactive tool wherein member body or third party can log in and communicate with IMAB regarding their grievances and areas of dissatisfaction.



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1. Purpose / Scope

Member bodies are encouraged to make use of this tool only in case of need. Members bodies, must take into consideration various situations causing difficulties to them and ascertain that the complaint is in relation either with the system followed by IMAB or with the person working or associated with IMAB.

IMAB is committed to look at every complaint from impartial view and handle with focused approach in order to mitigate its effect and resolve the concern forever. Time for handling and solving complaint might differ from its gravity and unforeseen causes behind it. IMAB Customer Support Manager shall take responsibility for updating member body and or third party regarding progress and status of action(s) necessity to be implemented on the complaint.

Objections against decision(s) of IMAB which have not been received in form of administrative decisions will be dealt as a complaint.

IMAB does not guarantee complete satisfaction of person / entity raising an issue or registering a complaint, but assure transparent method as far as non bias decision(s) is / are concerned.



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2. Terms

Complaint: an expression of dissatisfaction which expects an answer - however which is differently interpreted as an objection - of any person or any organization against an accreditation body regarding its activity or against accredited conformity assessment bodies .

Appeal / Objection: request by a CAB for reconsideration of any adverse decision made by the accreditation body regarding a specific accreditation procedure



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3. Description

3.1 Receipt and classification of the complaint

Complaints can be addressed to Customer Support Manager of IMAB. For traceability a complaint has to be made by the complainant in written form or via e-mail stating all relevant information and sending all relevant documents at IMAB. Formal can also be registered on the web site.

The complainant will get the receipt of the complaint by the Customer Support Manager within 10 working days at the latest. Is the complaint obviously without any reason or IMAB should not be responsible the complaint will be rejected and the complainant will be informed in due time.

Claims referred to individual cases which do not affect any other accreditation procedure or fundamentally processes of IMAB may be clarified immediately by the Customer Support Manager directly (e. g. correction of reports, clarification of disagreements within assessments, delay of appointments). These claims will not be delayed in terms of days as it happen in case of valid complaint. In case of doubt IMAB will decide individually about the classification as a complaint.

E. g. complaints can be aimed against the following:

- Rules / requirements/ processes of IMAB
- Internal IMAB employees or persons who work on behalf of IMAB
- Concrete incidents within an accreditation procedure
- Conformity assessment bodies accredited by IMAB

3.2 Complaints against accredited conformity assessment bodies

Is a complaint addressed against a CAB which has been accredited by IMAB the complaint will be at first recorded statistically. But the complaint will only be processed if it affects directly the relationship between the accredited body and IMAB.

Does the complaint refer mainly to the relationship between the accredited body and the complainant (e. g. complaint about the accredited service of the CAB to the complainant) the complaint will be forwarded to the appropriate CAB by inviting to work on the complaint. IMAB has to be informed about the results and IMAB reserves the right to take additional measures.

Preferably such complaints should be sent by the complainant directly to the CAB and not to IMAB. IMAB may be involved at a later time should the complainant consider that it will be necessary.



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3.3 Processing of the complaint

Depending on the subject of the complaint the processing will be made by the appropriate department of IMAB, if applicable, interdivisional through the Management together with the quality manager. The processing of the complaint can be delegated to a staff member of IMAB but who is not concerned within the complaint.

If necessary for processing a complaint IMAB might convene a board of complaint that will be able to give recommendation to IMAB. The decision for the convocation and the composition of a board of complaint will be made by IMAB. Selection criteria for members of the board are expertise and the independence regarding the complaints procedure. The board of complaint should have no more than three members.

The complainant and if necessary the parties concerned are to be informed by the responsible staff member about the results of the process of the complaint in written form or by E-Mail.

3.4 Evaluation of complaints

The statistical registration of all processed complaints will centrally be made by the quality manager of IMAB. If measures will be necessary within the complaints procedure or the evaluation of the complaints which apply to the quality management system of IMAB these will be implemented by the quality manager.