

## Procedures for complaints and appeals

ARI shall manage complaints and appeals within a reasonable timeframe, in the most transparent manner as long as it is attached to the agreements of impartiality and confidentiality for the client, bearing in mind that for any reason discriminatory actions will not be taken. For any sort of non-conformity please contact us at:

**3315245253**

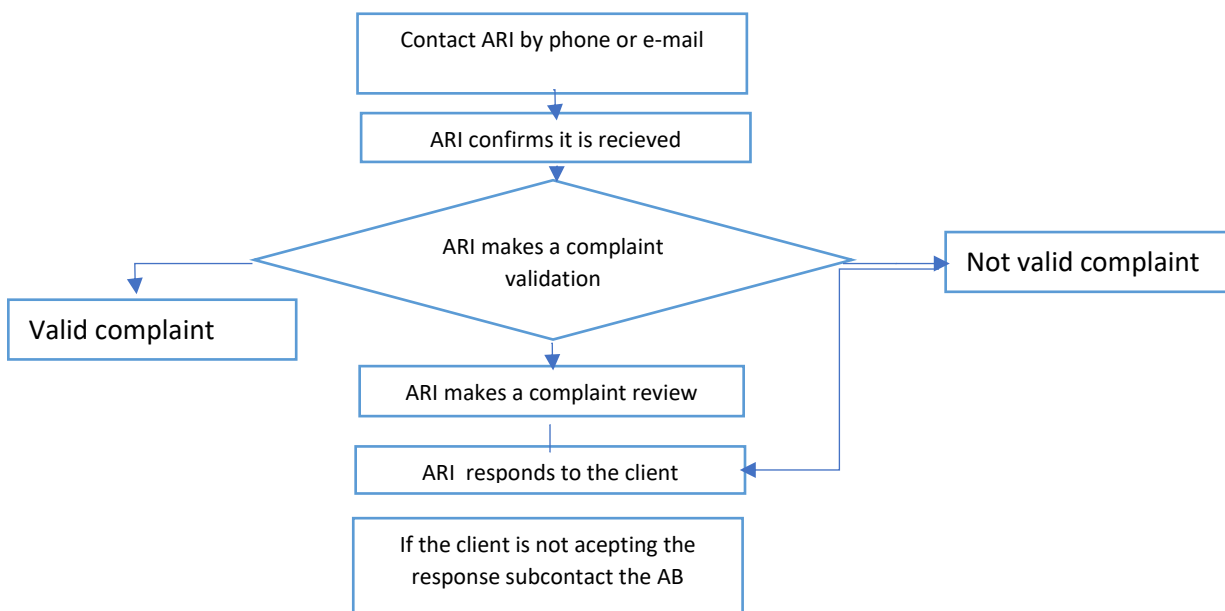
**[contact@aarrin.com](mailto:contact@aarrin.com)**

It is important to acknowledge the differences between a complaint and an appeal, they are mentioned below.

### When to consider a complaint?

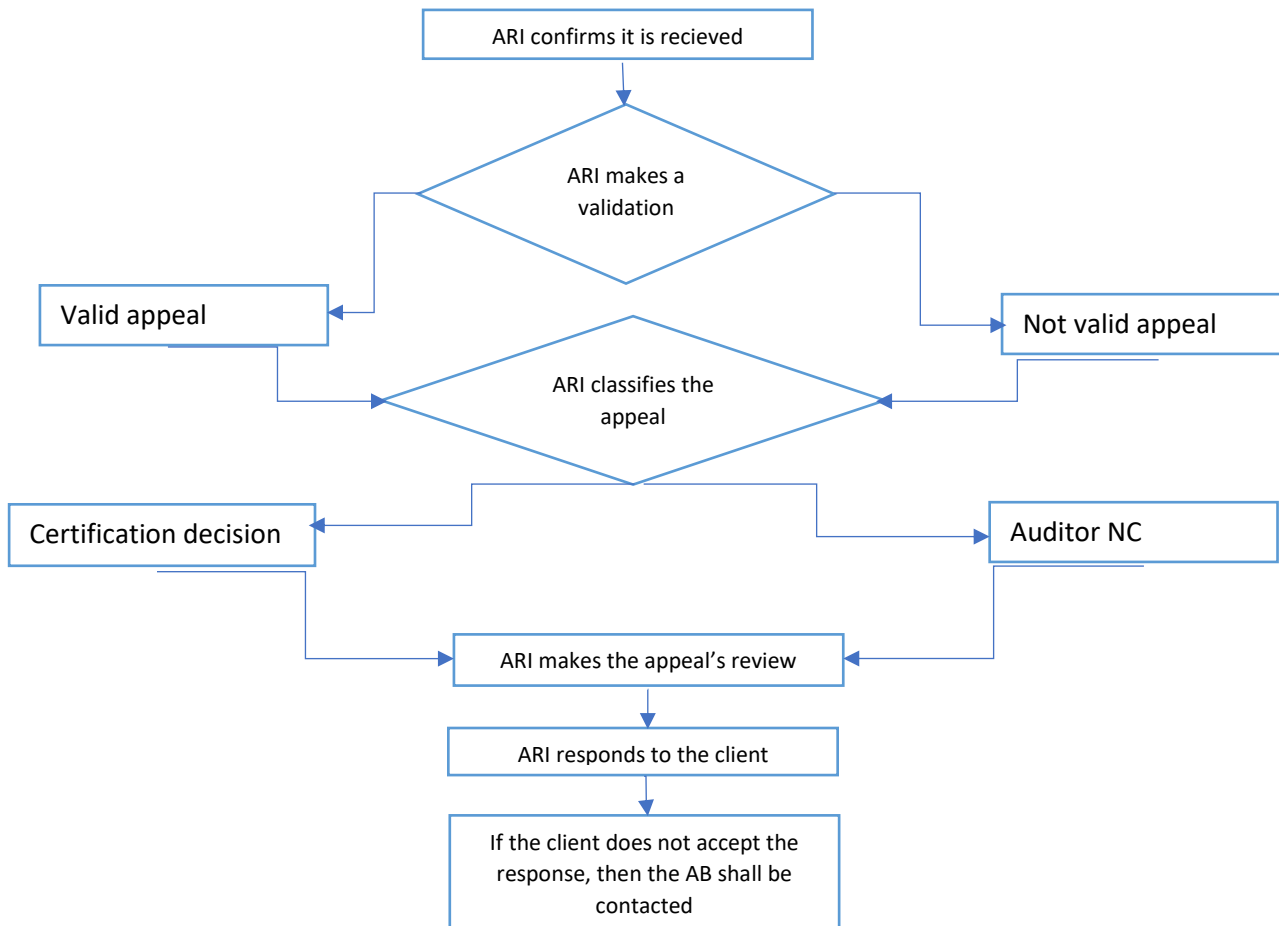
- Auditor's late arrivals.
- The auditor is not impartial.
- The auditor does not count with the knowledge to perform an audit.
- The auditor is unprofessional.
- Any staff member did not follow-up the certification audit process.
- Non-response to complaints and/or questions from the auditor and/or any staff member.

### Steps to follow in case of a complaint in ARI



## When to consider an appeal?

- The client does not agree with the NCs underlined by the auditor.
- The client does not agree with the decision taken by the certification committee.



## What to do in case I do not agree with the response?

- The client can contact the AB.

ARI shall follow up all complaints and appeals in a timely period, keeping the client informed about the complaint/appeal status, as well as indicate when the resolution is relased to discuss the decision.

***“All given information by ARI is completely reliable, in any case of confusion do not hesitate in contacting us directly”***