



Conformity Assessment Body

Complaints Policy

VERSION	DATE RELEASED	APPROVED BY	AMENDMENT
1	Jan 2020	Billy Dash	Review
2	Mar 2021	Billy Dash	Review, update entity name
3	July 2022	Billy Dash	Review
4	July 2023	Billy Dash	Annual Review
5	July 2024	Billy Dash	Annual Review

Complaints Policy

ComplyNet encourages clients and/or any other stakeholders to notify ComplyNet management of any situation where they believe services or processes provided have not met their requirements or expectations. ComplyNet has established processes in place to manage complaints received.

Upon receipt of such notifications, either verbal or in writing, and whether explicitly labelled as a 'complaint' by the person/organisation notifying, ComplyNet will consider and treat the notification as a complaint.

Once a complaint has been received, ComplyNet management will acknowledge the receipt and it will be recorded. An investigation will then occur with regular updates provided to the complainant. The investigation should aim to consider:

- What happened and how did it happen.
- The perspectives of any individuals or teams involved.
- The root cause of the issue.
- Possible options for the remedy of adverse effects.
- The possible need for corrective action.

This investigation will be conducted in such a way that it avoids bias. As such, any individuals or teams identified as part of the complaint, or considered likely to be so, will not be involved in the investigation or subsequent decision making. In addition, evidence relating to the complaint will aim to be collected from all relevant sources.

All evidence, outcomes and corrective actions stemming from a complaint and subsequent investigation will be recorded to avoid recurrence. Where possible and relevant, ComplyNet will provide the complainant with progress and outcomes of the investigation, including any corrective actions taken.

As far as reasonably possible, ComplyNet will keep information related to the complaint, including the identity of the complainant confidential. However, the conduct of an investigation may unavoidably indicate that a complaint was raised.

It is recognised that complaints may be received by ComplyNet in regard to clients for which ComplyNet has issued certification. This may be in relation to breaching conditions of certification or general conduct of the organisation. ComplyNet will request that all such complaints be submitted in writing and will be directed to ComplyNet management as soon as possible after receipt. Complaints received in regard to a certified client may result in certification being suspended or withdrawn immediately or following an investigation depending on the severity of the complaint. Clients will be informed of this process, in accordance with ComplyNet confidentiality policy.

ComplyNet considers the handling of complaints very important. Should the complainant not be satisfied with the way the complaint was handled or considers the outcome inadequate, the complainant has the right to appeal the outcome to a relevant third party (e.g. the relevant accreditation authority).



Billy Dash
Director/GM
July 2024