



IASCB-POL-003

Complaints & Appeals Policy

This policy explains how applicants, accredited bodies and interested parties can raise concerns about IASCB's activities.

Owner IASCB Governance	Status Public policy	Review Annual or as required
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Complaints

A complaint is an expression of dissatisfaction about an IASCB activity, service or action that is not an appeal of an accreditation decision.

Appeals

An appeal is a request by an applicant or accredited body for reconsideration of an adverse accreditation decision.

Process

IASCB acknowledges submissions, confirms the issue, appoints an impartial reviewer and communicates the outcome with reasons and any corrective action.

Independence

A person who was involved in the original activity or decision will not determine the complaint or appeal.

Confidentiality

Information is shared only with those who need it to investigate and resolve the matter, subject to legal and contractual obligations.

6. Registration and screening

Each matter shall receive a unique reference, receipt date, classification, responsible owner and target date. IASCB shall acknowledge receipt, determine whether it is a complaint or appeal, check standing and scope, and identify any urgent containment or notification.

7. Fair investigation

The reviewer shall be competent, independent of the matter and free from conflicts. Relevant parties shall have a fair opportunity to respond, subject to confidentiality and legal limits. The outcome shall state the evidence, requirement, reasoning, decision-maker and actions.

8. Closure and improvement

Target dates shall be monitored and delays explained. A matter closes only when the outcome is communicated and required actions are verified or escalated. Trends shall feed management review, corrective action and continual improvement.

This public document is provided for information. Applicants and accredited bodies should use the applicable IASCB requirements and written decision documents for the controlling terms.