

Complaints and Appeals



Introduction

The following is the process to be used to submit a complaint to Quality Control Services (Environmental) Pty Ltd (QCSE), its staff, or to appeal against a decision made by QCSE or its staff. All communication regarding complaints and appeals must be made in writing for traceability purposes.

With all complaints and/or appeals regarding the auditing process(s), an attempt to resolve the issue should be made at the time with the auditor.

Complaints and Appeals Process

All complaints and certification appeals regarding QCSE, its staff, agents or sub-contractors, must be submitted in writing and directed to the Operations Manager, QCSE, Mr Malcolm Clarke. This can be either through email or Australia Post mail, to the following addresses:

- mal@qcse.com.au
- QCSE, 10 Rosina Street, Woodcroft SA 5162

The Operations Manager will respond as soon as possible, confirming the receipt of the complaint and the process to be initiated. The Certification Manager will review the details of the complaint/appeal and discuss them with both the complainant and the auditor. The Certification Manager will then make a decision, and inform both the customer and the auditor of the outcome.

If the complainant refuses to accept the decision made by the Certification Manager, the appeals process must be initiated and the complaint/appeal will be escalated to the QCSE External Committee. The complainant will be notified of this.

QCSE will endeavour to solve all complaints/appeals within three (3) calendar months of lodgement. If this does not occur, QCSE will notify the Joint Accreditation Systems of Australia and New Zealand (JAS-ANZ). If the complaint/appeal cannot be resolved, the client may escalate the situation, in writing to JAS-ANZ.

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