



What to do if you have a complaint about a UKAS accredited body

Our Commitment

We are committed to providing a world class, value adding accreditation service in accordance with the requirements of ISO/IEC 17011, the European co-operation for Accreditation (EA), International Laboratory Accreditation Cooperation (ILAC) and International Accreditation Forum (IAF) for the purposes of the MRA/MLA's (mutual recognition and multi-lateral arrangements). We aim to resolve any complaint we receive in a fair and impartial manner.

Our role and remit when dealing with complaints

UKAS will investigate complaints in accordance with those requirements detailed in the international standard ISO/IEC 17011 *"Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies"*.

UKAS' role is one of oversight in accordance with the above standard. We are not a regulator and therefore we do not have any regulatory powers. In addition, we are not an arbitration/mediation service. Therefore, we cannot arbitrate/mediate between an accredited body and/or a third party in relation to matters which fall outside of the accreditation requirements e.g. financial disputes or contractual disagreements.

Anonymous, or verbal complaints will not normally be logged and investigated, unless evidence is presented to UKAS which warrants further investigation.

Confidentiality

We are required by the international standard ISO/IEC 17011 to have in place arrangements with all our customers to safeguard information obtained or created during the accreditation process. Therefore, UKAS is not permitted to disclose confidential information about its customers outside of the organisation without their written consent. The only exception is where the law requires such information to be disclosed without the consent of our accredited customer(s).

Complaints about a UKAS accredited body and/or certificated company

If your complaint relates to the activities of a UKAS accredited body and/or a certificated company (e.g. one which is ISO 9001 certificated by a UKAS accredited certification body), your complaint should in the first instance be addressed to them i.e. the UKAS accredited body and/or the certificated company. By following this process, you should afford them the opportunity to investigate and respond in accordance with their respective complaint processes.

UKAS would not normally log and investigate a complaint if the complaint has not in the first instance been raised with the accredited body and/or certificated company.

How will we deal with your complaint?

If you have complained to the accredited body and/or the certificated company and you believe the requirements of the applicable standards have not been met, then you may escalate your complaint to UKAS.

Complaints to UKAS should be submitted in writing and include as a minimum the following:

- Summary of the complaint, specifically who and what it is about
- Timeline of events
- Copy of supporting correspondence (specifically the original complaint)

Once we receive your complaint in writing we will review all the evidence you have provided to validate the complaint and determine if the complaint relates to accreditation activities that UKAS is responsible for. This process may require the submission of additional information or further clarification of the issues prior to the complaint being formally logged.

If we determine during the review process that the complaint does not relate to those accreditation activities which we are responsible for, we will advise you why your complaint will not be pursued. We will, in these circumstances, provide guidance on alternative routes available to pursue your concerns.

On completion of the review process we confirm the complaint is within our remit to investigate, we will log it in our database, and allocate a unique reference number. A formal acknowledgement confirming receipt of the complaint and detailing the remit of the investigation, will be sent on completion of this initial review process. This normally takes place within 5 working days of receipt, unless further information or clarification is required. As part of the acknowledgement, UKAS will provide details of the likely timescales for the investigation to be completed. Timescales may vary dependent on the extent, complexity and severity of the issues detailed in the complaint.

A UKAS investigating officer will investigate the complaint in accordance with the applicable accreditation standard(s). On completion of the UKAS investigation we will inform you of the conclusions. However, please note that any conclusions will be provided within the constraints of those confidentiality requirements outlined in this leaflet (see confidentiality section).

What to do if I am not satisfied with the outcome of the UKAS investigation?

In the case of third-party complaints there is no option for Appeal. UKAS will provide notice of the end of the complaint process. Where appropriate, we can at the end of the UKAS complaint process advise the complainant of the alternative routes available to them.

To submit a complaint please send your complaint and supporting document to:

✉ Email: customerfeedback@ukas.com

✉ FAO
Process Improvement & Customer Feedback Manager
UKAS
2 Pine Trees
Chertsey Lane
Staines-upon-Thames
TW18 3HR

☎ If you would like to discuss your complaint, please call:
01784 429000

*Delivering
Confidence*