

Raising a Complaint about a UKAS Accredited Organisation

Our Role and Remit

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 of the regulatory or statutory powers you would associate with a regulator. 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., requests for refunds, compensation, contractual disagreements.

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

Note: if you are a whistleblower, please see our "[Quick Guide to Whistleblowing](#)".

Confidentiality

We are required by the international standard ISO/IEC 17011 to have in place contractual 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 to complainants. Consequently, in the event of a complaint being escalated to UKAS about an accredited organisation there will be a limit as to the amount of information we can share with complainants in relation to the UKAS investigation and any findings which may arise as a result.

Raising a Complaint

If you have a complaint about UKAS accredited body, you must in the first instance raise your complaint with them. This includes cases where the complaint is about a company who holds accredited certification e.g., ISO 9001, via a UKAS accredited certification body. In these cases, the complaint should be raised with the certificated company and then the accredited certification body.

If you have complained to the accredited body and you believe the requirements of the applicable accreditation standard(s) may not have 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
- Brief timeline of events
- Copy of the complaint submitted to the accredited body
- Copy of any relevant supporting correspondence

Once we receive a complaint in writing we will review all the evidence provided to validate the complaint to determine if the issues relate to UKAS accredited activities. 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 activities covered by accreditation, we will advise you why your complaint will not be pursued.

On completion of the review process, and if we confirm the complaint is within our remit to investigate, we will log 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 you of the alternative routes available to pursue your concerns if relevant.

Please send your complaint and supporting documentation to:



E-mail: 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, call **01784 429 000**



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