Process for raising a complaint

CAB = conformity assessment body/accredited organisation

1. Service Provider

Raise a complaint with the service or product provider
Submit your complaint in writing

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Allow the provider an opportunity to investigate and remedy the issues raised

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Complaint concluded.
Concerns addressed?

Yes → Process ends

No ↓

2. UKAS-accredited CAB

Submit a complaint to the UKAS-accredited CAB.
Note: Complex cases may take longer to investigate

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If the complaint is within its remit, the CAB logs and investigates it.
Refusing to engage with or follow the CAB's complaints process will impede the resolution and may result in the complaint being closed with no further action.

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Complaint concluded & concerns addressed

Yes → Process ends

No ↓

Escalate to UKAS only after following the CAB's complaint process and allowing it to issue its conclusions

3. UKAS

Complete the UKAS complaint form and submit it following the instructions on the UKAS website.

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UKAS can investigate ?

No → **Complaint not logged.**
You will be referred back to the CAB or directed to other resources e.g. Trading standards, ADR
Process ends.

Yes ↓

UKAS logs the complaint, assigns a reference number and sends you an acknowledgement and next steps.

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UKAS Operations Team investigates and reaches conclusions on the accredited body's compliance with accreditation requirements.

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The UKAS Quality and Technical team independently reviews the UKAS Operations investigation report and outcomes.

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UKAS communicates the investigation result to you in accordance with its confidentiality obligations.

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UKAS complaint process ends.

IMPORTANT: Once the complaint process has concluded, there is no option for appeal or further action by UKAS.