



PROCEDURES FOR HANDLING DISPUTES, COMPLAINTS, AND APPEALS

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FURTHER INFORMATION

For further information on this document or other Global Accreditation Cooperation Incorporated (Global ACI) documents, contact the Global ACI Secretariat.

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1. INTRODUCTION

1.1 Purpose

- 1.1.1 This document outlines the process for handling disputes, complaints, and appeals in Global Accreditation Cooperation Incorporated (Global ACI).
- 1.1.2 Maintaining the confidentiality, efficacy and integrity of Global ACI processes are significant objectives when dealing with disputes, complaints, and appeals. This document ensures that all Global ACI members and related parties are supported by a fair and effective process.

1.2 Scope

1.2.1 Definitions

- 1.2.1.1 A complaint is a formal expression of dissatisfaction, other than an appeal, regarding Global ACI's activities, policies and/or procedures, its service to clients, its members or its members' services to their customers, where a response is expected. Complaints may also relate to the clients of members' customers when related to the accredited service provided by the member.
- 1.2.1.2 By definition of the Incorporated Societies Act 2022, disputes relate to disagreements, conflicts or complaints between Global ACI, Global ACI Members or Global ACI Officers.
- 1.2.1.3 An appeal is a formal and documented request for a decision made by the Global ACI General Assembly or the Global ACI Executive Committee to be reconsidered.

1.2.2 This document covers all disputes, complaints, and appeals as defined above.

1.2.3 When a complaint is other than a complaint against Global ACI or a Global ACI member, the role of Global ACI is to ensure the process to investigate the complaint by the Global ACI member or the conformity assessment body accredited by a Global ACI accreditation body member has been conducted appropriately and transparently in accordance with their published complaint handling process. This document does not provide complainants with an alternative or extended route to the complaint handling process of Global ACI members or conformity assessment bodies accredited by a Global ACI accreditation body member, or require Global ACI to repeat a complaint investigation already carried out by others.

1.2.4 In accordance with the Incorporated Societies Act 2022, Global ACI-GOV-001 (*Constitution*) provides procedures for Dispute Resolution. This document supplements and expands on the procedures given in Schedule 1 of Global ACI-GOV-001. For the avoidance of doubt, Schedule 1 of Global ACI-GOV-001 takes precedence over any procedures defined in this document.

1.2.5 This document does not cover appeals against adverse decisions on signatory status to the Global ACI Mutual Recognition Arrangement (MRA).

1.2.6 Disputes, complaints, or appeals shall only be considered by Global ACI if submitted to the Global ACI Secretary in writing in English.

2. GENERAL

- 2.1 The confidentiality, independence and impartiality of all those involved in dealing with disputes, complaints or appeals shall be maintained at all times. All those persons involved shall have signed the declaration in Global ACI-FMS-005 (*Declaration of Confidentiality*).
- 2.2 Regardless of the outcome of any dispute, complaint or appeal process, all parties involved shall each meet their own costs.
- 2.3 If required, Global ACI has a process to be applied for persistent, unreasonable or hostile enquiries. Details are given in Global ACI-MS-005 (*Process for Persistent, Unreasonable and Hostile Enquiries*).
- 2.4 An informative summary of the dispute and complaint handling outlined in this document is given in Annex A.

3. DISPUTE RESOLUTION PROCEDURE

- 3.1 When a dispute occurs between Global ACI, Global ACI Members or Global ACI Officers, in accordance with Article 12 of Global ACI-GOV-001 (*Constitution*) the aggrieved party raising the dispute, and the Executive Committee, shall first consider and discuss whether the dispute may best be resolved through informal discussions, mediation or arbitration. Where mediation or arbitration is agreed on, the parties will sign a suitable mediation or arbitration agreement that is recorded by the Global ACI Secretariat.
- 3.2 Notwithstanding the right of an aggrieved party raising a dispute to be heard, the Executive Committee may decide in accordance with the circumstances outlined in Section 4 of Schedule 1 of Global ACI-GOV-001 not to proceed with the dispute resolution process. Such a decision shall be made through voting on a Resolution in accordance with Section 8.8 of Global ACI-GOV-002 (*General Rules*) and recorded by the Global ACI Secretariat. In such circumstances, the Global ACI Secretary shall inform the parties of the decision. The aggrieved party may submit an Appeal if it is not satisfied with this decision (see Section 5 below).
- 3.3 If the use of informal discussions, mediation or arbitration does not reach an outcome that is agreeable to the parties of the dispute, and the Executive Committee does not agree to discontinue the dispute resolution process, the dispute shall be processed in accordance with the Complaints Procedure detailed below.

4. COMPLAINTS PROCEDURE

- 4.1 Global ACI considers all complaints as a possible opportunity to improve its processes and services as well as implement corrective and preventive actions. Global ACI is committed to monitoring and achieving continual improvement in all areas of its activities.
- 4.2 Complaint investigation shall be limited to concerns or issues within the scope of Global ACI's activity, its members' activity, and the activity of conformity assessment bodies accredited by Global ACI members within their scope of the accreditation and the Global ACI scope of activity.
- 4.3 In all cases, before a complaint investigation is initiated, the Global ACI Secretary shall validate to the best of its knowledge whether the complaint is within the scope of Global ACI activity, and all relevant information can be confirmed as sufficient to conduct an investigation through an independent source, other than the complainant. It is the responsibility of the complainant to submit information that can be validated.

- 4.4 If a complaint is found to be outside of the scope of Global ACI, (for example, against a non-member or for unaccredited activity), the Global ACI Secretary shall determine that the complaint is not valid and notify the complainant.
- 4.5 Within this document, references to the Global ACI Secretary are to be read as “the Global ACI Secretary or an impartial member of the Global ACI Secretariat designated to act on behalf of the Global ACI Secretary”, and references to the Global ACI Chair are to be read as “the Global ACI Chair or an impartial member of the Global ACI Executive Committee designated to act on behalf of the Global ACI Chair where the Global ACI Chair is either not available or may have a potential conflict of interest in the matter.
- 4.6 The investigation of any complaint by Global ACI should normally be completed within 3-6 months of receipt of a validated complaint.

4.7 Complaint Categories

Complaints are categorised as follows:

- 4.7.1 Complaints against Global ACI’s activities.
- 4.7.2 Complaints against a Global ACI member submitted by an individual or body that is not a member of Global ACI.
- 4.7.3 Complaints against a conformity assessment body accredited by a Global ACI accreditation body member, or its clients in relation to the accredited service provided.
- 4.8 Except in the case of complaints against Global ACI:
- 4.8.1 Complaints are to be raised initially by the complainant directly with the organisation that the complaint is against (i.e. the accreditation body member; the Regional Cooperation Body member; the Stakeholder member; or the conformity assessment body accredited by a Global ACI accreditation body member, or its clients in relation to the accredited service provided).
- 4.8.2 If the complainant has raised a complaint and is not satisfied that the investigating body’s complaints handling procedures were followed, the complainant must follow the procedures as appropriate in Sections 4.10 or 4.11.
- 4.8.3 The investigation undertaken by Global ACI of any follow-up complaint shall focus on the complaint investigation process undertaken by the Global ACI member during its complaint investigation to ensure it was conducted appropriately. The Global ACI member shall demonstrate that the underlying complaint has been investigated effectively (i.e. providing details of following the process alone is not considered sufficient). In reviewing the complaint, the Global ACI member shall make comment on the outcome of any investigation undertaken at any lower level (for example, by its customers). Global ACI will not re-investigate the original complaint.

4.9 Complaints against Global ACI’s activities

- 4.9.1 A Global ACI member, or any other party who is dissatisfied with any activities, policies and/or procedures involving Global ACI, may submit a complaint to Global ACI by formally notifying the Global ACI Secretary in writing.

4.9.2 Complaints against Global ACI's activities shall be handled according to the process described in Section 4.12.

4.10 Complaints against a Global ACI member

4.10.1 Complaints against a Full or Associate member

- 4.10.1.1 Complaints against the activities, policies, and/or procedures of a Global ACI Full or Associate member must be raised directly with the member by following the member's complaints procedure.
- 4.10.1.2 If the Global ACI Full or Associate member is a member of one or more Regional Cooperation Body members of Global ACI and the complainant is not satisfied that the Full or Associate member's complaints handling procedure was followed and would like to pursue the matter further, the complainant must submit a complaint to the relevant Regional Cooperation Body(s) by following the Regional Cooperation Body's complaints procedure.
- 4.10.1.3 If the complainant is not satisfied that the Regional Cooperation Body's complaints handling procedure was followed, the complainant may submit a complaint to Global ACI by following the procedure in accordance with Section 4.10.2 of this document.
- 4.10.1.4 If the Full or Associate member is not a member of a Regional Cooperation Body and the complainant is not satisfied that the Full or Associate member's complaints handling procedure was followed, the complainant may submit a complaint to Global ACI by following the procedure in accordance with Section 4.12 of this document.

4.10.2 Complaints against a Regional Cooperation Body member

- 4.10.2.1 Complaints against the activities, policies, and/or procedures of a Regional Cooperation Body member must be raised directly with the Regional Cooperation Body member by following the Regional Cooperation Body member's complaints procedure.
- 4.10.2.2 If the complainant is not satisfied that the Regional Cooperation Body member's complaints handling procedure was followed, the complainant may submit a complaint to Global ACI by following the procedure in accordance with Section 4.12 of this document.

4.10.3 Complaints against a Stakeholder member

- 4.10.3.1 Complaints against a Stakeholder member may be raised directly with Global ACI and shall be handled according to the process described in Section 4.12.

4.11 Complaints against a conformity assessment body accredited by a Global ACI accreditation body member, or its clients in relation to the accredited service provided

- 4.11.1 Complaints against the activities, policies, and/or procedures of a conformity assessment body accredited by a Global ACI accreditation body member, or its clients in relation to the accredited service provided must be raised directly with the conformity assessment body by following the conformity assessment body's complaints procedure, or its clients' as appropriate. If a complainant is not satisfied with the response from a

client of a conformity assessment body accredited by a Global ACI accreditation body member and would like to pursue the matter further, the complainant must submit a complaint to the conformity assessment body.

- 4.11.2 If the complainant is not satisfied that the conformity assessment body's complaints handling procedure was followed and would like to pursue the matter further, the complainant must submit the complaint to the relevant accreditation body member by following the accreditation body member's complaints procedure.
- 4.11.3 If the complainant is not satisfied that the accreditation body member's complaints handling procedure was followed and would like to pursue the matter further, the complainant has the option to submit a complaint as outlined in Section 4.10.1.

4.12 Complaint Handling Process

- 4.12.1 All complaints must be submitted in writing to the Global ACI Secretary before formal investigations can proceed. Complaints are to be emailed to secretariat@global-aci.org wherever possible. However, if necessary as a result of the format of the information being provided, complaints can also be posted to:

Global ACI Secretariat
Building 7, Central Park
660-670 Great South Road
Ellerslie
Auckland 1051
New Zealand

- 4.12.2 The complainant shall identify itself properly. Anonymous complaints shall not be processed.
- 4.12.3 When a complaint is received by the Global ACI Secretary, the Global ACI Secretary shall ensure that the substance of the complaint is clearly understood and documented, that the complaint is within the scope of Global ACI activity and that all relevant claims or statements made by the complainant or other interested parties can be properly validated in writing. Such validation is essential before the complaint can be considered as a formal complaint and any investigation initiated. If the complainant is unable to submit all necessary information within thirty (30) days of the submission of the original information to enable the Global ACI Secretary to validate the complaint, the Global ACI Secretary shall close the complaint and inform the complainant of the closure.
- 4.12.4 The Global ACI Secretary shall acknowledge receipt of a complaint within five (5) business days of receiving the complaint. Global ACI aims to advise complainants of the next steps in the complaints process within thirty (30) days of receiving a complaint.
- 4.12.5 The Global ACI Secretary will then review the complaint and confirm the category of the complaint as per Section 4.7 of this procedure.
 - 4.12.5.1 If the complaint falls under Section 4.9 of this procedure, or if the complainant has appropriately followed and exhausted the processes outlined in Sections 4.10 – 4.11, the Global ACI Secretary will review the complaint. Further information and evidence may be requested from the complainant prior to proceeding with investigating the complaint.

- 4.12.5.2 If the complaint falls under Sections 4.10 – 4.11 of this procedure, the Global ACI Secretary will, unless it is clear from the documentation submitted, confirm with the complainant that they have lodged a formal complaint with the relevant body and that the complaint has been fully investigated in accordance with the relevant body's procedure prior to contacting the Global ACI Secretary.
- 4.12.5.3 If the processes outlined in Sections 4.10 – 4.11 have not been followed, the Global ACI Secretary will advise the complainant to follow the procedure as detailed in the relevant section of this document.
- 4.12.6 The details of the complaint, once validated and checked in accordance with Section 4.12.5, are recorded in the *Global ACI Complaints Register*. The date of the complaint is documented, and the complaint is assigned a unique number.
- 4.12.7 The Global ACI Secretary shall obtain the complainant's written permission to approach the parties associated with the complaint as part of the investigation.
- 4.12.8 The *Global ACI Complaints Proforma* template in Annex B of this procedure is used for each complaint investigated by Global ACI to record the details of the complaint throughout the complaints process.
- 4.12.9 For complaints related to administrative matters:
- 4.12.9.1 The Global ACI Secretary after discussion with the Global ACI Vice-Chair may respond to the party concerned on behalf of Global ACI. The *Global ACI Complaints Proforma* will be made available to the Global ACI Executive Committee.
- 4.12.9.2 For matters where the Global ACI Secretary may have a potential conflict of interest in the matter, the Global ACI Chair after discussion with the Global ACI Vice-Chair or an impartial member of the Global ACI Executive Committee may respond to the party concerned on behalf of Global ACI. The *Global ACI Complaints Proforma* will be made available to the Global ACI Executive Committee.
- 4.12.10 For complaints not related to administrative matters:
- 4.12.10.1 The Global ACI Secretary forwards the *Global ACI Complaints Proforma* to the Global ACI Vice-Chair for review.
- 4.12.10.2 The Global ACI Secretary and Global ACI Vice-Chair will determine whether the complaint is able to be addressed by the Global ACI Secretary (e.g. procedural concerns) or whether a Complaints Working Group (CWG) should be established to investigate the complaint. The purpose of the CWG is to recommend a course of action to the Global ACI Vice-Chair for resolving the complaint. Following completion of its work, it is then disbanded.
- 4.12.10.3 If a CWG is to be established, the Global ACI Vice-Chair appoints a minimum of two impartial members of the Global ACI Executive Committee and, where deemed appropriate, external experts to investigate the complaint. The team leader of this CWG must be a Global ACI Executive Committee member.

- (a) The appointed members of the CWG are responsible for reviewing the *Global ACI Complaints Proforma* and all the information pertaining to the complaint. The CWG ensures that any additional information is sought from relevant sources on behalf of Global ACI.
 - (b) The Global ACI Secretary is responsible for tracking the progress of the CWG's review of the complaint and communicating with the CWG team leader at regular intervals. Any difficulties experienced by the CWG, which may be causing delays to the complaints handling process, shall be identified and where possible addressed, during these communications.
- 4.12.11 If the complainant does not respond to requests from the Global ACI Secretary and/or the CWG for further information and/or evidence about the complaint, at any time during the process for a period of 2 months, then the complaint is deemed to be closed. If contact is re-established by the complainant after 2 months, a new complaint is opened.
- 4.12.12 If the investigation has not been finalised within 6 months of the initial complaint, a written progress report shall be prepared by the Global ACI Secretary or the CWG (as appropriate) and forwarded to the Global ACI Chair. If a complaint investigation requires an on-site investigation, it may exceed 6 months; the progress report should include any such details.
- 4.12.13 It is expected that the complainant and, as appropriate, any involved Global ACI member, will assist the investigation to be completed in a timely manner. It is expected that any request for information will be met within 10 working days of the request unless otherwise agreed.
- 4.12.14 Upon completion of the complaint investigations:
- 4.12.14.1 If the complaint is addressed by the Global ACI Secretary, the Global ACI Secretary is responsible for reporting to the Global ACI Vice-Chair within (thirty) 30 days of completing the complaint investigations. The Global ACI Secretary provides the Global ACI Vice-Chair with the completed *Global ACI Complaints Proforma* and a brief report on the findings of the investigation including any recommendations and corrective actions implemented as required for the resolution of the complaint.
 - 4.12.14.2 If the complaint is addressed by a CWG, the team leader of the CWG is responsible for reporting to the Global ACI Vice-Chair within thirty (30) days of completing the complaint investigations. The team leader provides the Global ACI Vice-Chair with the completed *Global ACI Complaints Proforma* and a brief report on the findings of the investigation including any recommendations and corrective actions required for the resolution of the complaint. The Global ACI Vice-Chair considers the report from the CWG and decides on the necessary actions for resolving the complaint.
- 4.12.15 All parties involved in the complaint shall be promptly advised in writing of the outcome of the investigation of the complaint. For complaints addressed under Section 4.12.14.1, the written notification will be signed by the Global ACI Secretary, while for complaints addressed under Section 4.12.14.2, the written notification will be signed by the Global ACI Vice-Chair. When advising all parties of the decision, confidentiality of the information of each

of the parties involved shall be protected, unless Global ACI has received written permission to release such information to the other parties involved.

4.13 Reconsideration of the outcome of a complaint investigation

- 4.13.1 This review process may be undertaken when the complainant or other party affected by the outcome of the investigation, provides evidence that due process has not been followed or new information pertinent to the outcome of the complaint is provided.
- 4.13.2 The complainant may request Global ACI to reconsider the outcome of their complaint by submitting a formal request to the Global ACI Secretary within thirty (30) days of receipt of the notification of the outcome of the complaint investigation.
- 4.13.3 A request to reconsider the outcome of a complaint investigation shall be heard by the Global ACI Executive Committee and will include a review of the process followed to ensure the investigation was performed in accordance with this complaint handling procedure. Executive Committee members involved in the initial investigation shall not be involved in the reconsideration.
- 4.13.4 The Global ACI Executive Committee may reopen or reconsider any aspect of the investigation or may request the CWG to reopen or reconsider any aspect of the investigation on behalf of the Executive Committee. The Executive Committee may also include additional independent experts on the CWG, if considered appropriate due to the specific circumstances of the request for reconsideration.
- 4.13.5 Where the CWG has been requested to reconsider the outcome of the investigation, the CWG will provide a final report to the Executive Committee for review, normally within thirty (30) days from receipt of the Executive Committee's request. The details associated with the reconsideration process will be recorded on the same *Global ACI Complaints Proforma* used for the original complaint.
- 4.13.6 The Global ACI Secretary will convey the decision of the Executive Committee to the complainant. This decision shall be final and the complaint will be closed.

5 APPEALS PROCEDURE

- 5.1 These procedures should be read in conjunction with Global ACI-GOV-002 (*General Rules*) Section 10.
- 5.2 In accordance with Global ACI-GOV-002 (*General Rules*), an appeal may be lodged by a body:
 - 5.2.1 having an application for membership refused; or
 - 5.2.2 on suspension or termination of membership of Global ACI following a decision of the Members; or
- 5.3 This procedure also applies to Global ACI members that wish to appeal against other decisions made by the Global ACI General Assembly or Executive Committee.
- 5.4 The purpose of the procedure is to determine that the Global ACI decision was carried out in an appropriate and competent manner, in accordance with Global ACI policies and procedures, considering the circumstances of each case.

- 5.5 Appeals shall only be considered if they are submitted in writing to the Global ACI Secretary within thirty (30) days of receipt of the notification of the decision against which the appeal is being lodged. Lodging the appeal by e-mail is acceptable; however, it is the responsibility of the appellant to ensure that the appeal has been successfully received by the Global ACI Secretary.
- 5.6 The appeal shall include:
- The decision by Global ACI being appealed;
 - Details of the basis of the appellant's appeal;
 - The remedy sought and requested time frames in which actions should be done; and
 - The name and title of the executive or official who will represent the organisation and any other person(s) who will accompany the executive or official in the appeals process.
- 5.6 On receipt of an appeal, the Global ACI Secretary shall acknowledge receipt of an appeal within five (5) business days of receiving the appeal. Global ACI aims to advise appellants of the next steps in the process within thirty (30) days of receiving an appeal.
- 5.7 Once the appeal is received by the Global ACI Secretary, the details of the appeal are recorded in the *Global ACI Appeals Register*. The date of the appeal is documented, and the appeal is assigned a unique number. The Global ACI Secretary then forwards the appeal details to the Global ACI Chair for review.
- 5.8 Following consideration within the Executive Committee, the Executive Committee shall recommend to the General Assembly the appointment of five (5) persons to form the Appeals Board to consider the appeal.
- 5.9 The Appeals Board shall be an independent and impartial body composed of Global ACI Full members being impartial and having the qualifications and competences to decide on such matters brought to the Appeals Board. The members of the Appeals Board shall be elected by the Global ACI Eligible Voting Members.
- 5.10 Members of the Appeals Board will appoint its Chair.
- 5.11 The Appeals Board shall consider and decide on appeals presented to the Board, including evaluating whether the appropriate Global ACI policies and procedures have been followed.
- 5.12 The Chair of the Appeals Board will report to the General Assembly on the activities and decisions of the Appeals Board.

6 RECORDS

- 6.1 The Global ACI Secretary shall maintain records relating to disputes, complaints and appeals for a minimum of 5 years.

6.1.1 Disputes

- 6.1.1.1 Records of disputes shall be maintained as for complaints using the same register and proforma. See Section 6.1.2 below.

6.1.2 Complaints

- 6.1.2.1 The details of each complaint investigated by Global ACI are recorded using the Global ACI *Complaints Proforma*.

6.1.2.2 The *Global ACI Complaints Proforma* and the *Global ACI Complaints Register* are updated throughout the complaint process.

6.1.2.3 As a minimum, the following records shall be kept by the Global ACI Secretary:

- Details of the complaint;
- Members of the CWG (if required);
- Copy of complaint and supporting documents, as well as any additional information provided by any party during the investigation;
- Global ACI Complaints Proforma;
- Decision by Executive Committee;
- Details of actions taken;
- The Global ACI response provided to the complainant;
- Date of resolution and any other relevant correspondence or documents, as required.

6.1.3 Appeals

6.1.3.1 The *Global ACI Appeals Register* is updated throughout the appeals process.

6.1.3.2 As a minimum, the following records shall be kept by the Global ACI Secretary:

- Details of the appeal;
- Date when the appeal was received by Global ACI and when acknowledged;
- Name and organisation of the individuals involved in the appeal;
- Members of the Appeal Board;
- Copy of appeal and supporting documents, as well as any additional information provided by any party during the investigation;
- Copy of Appeal Board decision and summary of the action(s) taken;
- Date when the appeal was resolved.

6.2 At each Global ACI Executive Committee meeting, the Global ACI Secretary shall provide a summary of all disputes, complaints and appeals closed since the previous meeting and updates on any ongoing investigations. Any identified trends in complaints should also be reported.

6.3 At each Global ACI General Assembly meeting, the Global ACI Secretary shall provide Global ACI members with a summary of disputes, complaints and appeals received since the previous meeting, including the following information:

- The number of each type received;
- The category of complaints, as defined in Section 4.7 of this procedure;
- The nature of the complaints (i.e. administrative, procedural, technical);
- Whether any of the complaints are being addressed directly by Global ACI;
- Any identified trends; and
- The number of disputes, complaints and appeals closed.

7 AMENDMENT TABLE

Section	Previous Version	Summary Of Changes
All	-	Initial issue of document
All	1.0	Replacing Global Accreditation Cooperation Incorporated with Global ACI and updating the organisation's contact details (email and address).

ANNEX A – SUMMARY OF DISPUTE AND COMPLAINT HANDLING (INFORMATIVE)

Serial	Type of Grievance	Clause Number in Global ACI-MS-004	Process:	Decision by:	Review (if requested) of decision/outcome by:
1	Dispute between Global ACI, Global ACI Members or Global ACI Officers	3.1	Parties concerned and Executive Committee discuss whether to resolve through informal discussions, mediation or arbitration	Parties concerned and Executive Committee	-
		3.2	Executive Committee decide whether to proceed with dispute resolution	Executive Committee	Global ACI Appeals Board
		3.3	Complaint investigation as per Serial 2 below	As per Serial 2 below for complaint investigation	As per Serial 2 below for complaint investigation.
2	Complaint against Global ACI's activities	4.9	For complaints related to administrative matters, investigation by Global ACI Secretary	Global ACI Vice-Chair	Executive Committee
			For complaints not related to administrative matters, as determined by the Global ACI Vice-Chair – either the Global ACI Secretary or a Complaints Working Group.	Global ACI Vice-Chair	Executive Committee
3	Complaint against a Global ACI Full or Associate Member	4.10.1	Initial investigation by the Full or Associate Member in accordance with its own Complaints Procedures.	As per the procedures of the Full or Associate Member	As per the procedures of the Full or Associate Member
			If complainant not satisfied that the Full or Associate Member's complaint handling procedure was followed, complaint raised to Regional Cooperation Body for investigation	As per the procedures of the Regional Cooperation Body Member	As per the procedures of the Regional Cooperation Body Member

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			If complainant not satisfied that the Regional Cooperation Body Member's complaint handling procedure was followed, complaint raised to Global ACI	-	-
			For complaints related to administrative matters, investigation by Global ACI Secretary	Global ACI Vice-Chair	Executive Committee
			For complaints not related to administrative matters, as determined by the Global ACI Chair – either the Global ACI Secretary or a Complaints Working Group.	Global ACI Vice-Chair	Executive Committee
4	Complaint against a Global ACI Regional Cooperation Body Member	4.10.2	Initial investigation by the Regional Cooperation Body Member in accordance with its own Complaints Procedures.	As per the procedures of the Regional Cooperation Body Member	As per the procedures of the Regional Cooperation Body Member
			If complainant not satisfied that the Regional Cooperation Body Member's complaint handling procedure was followed, complaint raised to Global ACI	-	-
			For complaints related to administrative matters, investigation by Global ACI Secretary	Global ACI Vice-Chair	Executive Committee
			For complaints not related to administrative matters, as determined by the Global ACI Vice-Chair – either the Global ACI Secretary or a Complaints Working Group.	Global ACI Vice-Chair	Executive Committee

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5	Complaint against a Global ACI Stakeholder Member	4.10.3	For complaints related to administrative matters, investigation by Global ACI Secretary	Global ACI Vice-Chair	Executive Committee
			For complaints not related to administrative matters, as determined by the Global ACI Vice-Chair – either the Global ACI Secretary or a Complaints Working Group.	Global ACI Vice-Chair	Executive Committee
6	Complaints against a conformity assessment body accredited by a Global ACI accreditation body member	4.11	Initial investigation by the conformity assessment body in accordance with its own Complaints Procedures.	As per the procedures of the conformity assessment body	As per the procedures of the conformity assessment body
			If complainant not satisfied that the conformity assessment body's complaint handling procedure was followed, complaint raised to the accreditation body member for investigation	As per the procedures of the accreditation body member	As per the procedures of the accreditation body member
			If complainant not satisfied that the accreditation body member's complaint handling procedure was followed, complaint raised to Regional Cooperation Body for investigation	As per the procedures of the Regional Cooperation Body Member	As per the procedures of the Regional Cooperation Body Member
			If complainant not satisfied that the Regional Cooperation Body Member's complaint handling procedure was followed, complaint raised to Global ACI	-	-
			For complaints related to administrative matters, investigation by Global ACI Secretary	Global ACI Vice-Chair	Executive Committee

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			For complaints not related to administrative matters, as determined by the Global ACI Vice-Chair – either the Global ACI Secretary or a Complaints Working Group.	Global ACI Vice-Chair	Executive Committee
7	Complaints against a client of a conformity assessment body accredited by a Global ACI accreditation body member, in relation to the accredited service provided by the Global ACI Full or Associate member	4.11	Initial investigation by the client of the conformity assessment body in accordance with its own Complaints Procedures.	As per the procedures of the client of the conformity assessment body	As per the procedures of the client of the conformity assessment body
			If complainant not satisfied that complaint handling procedure of the client of the conformity assessment body was followed, complaint raised to the conformity assessment body for investigation	As per the procedures of the conformity assessment body	As per the procedures of the conformity assessment body
			If complainant not satisfied that the conformity assessment body's complaint handling procedure was followed, complaint raised to the Full or Associate Member for investigation	As per the procedures of the accreditation body member	As per the procedures of the accreditation body member
			If complainant not satisfied that the accreditation body member's complaint handling procedure was followed, complaint raised to Regional Cooperation Body for investigation	As per the procedures of the Regional Cooperation Body Member	As per the procedures of the Regional Cooperation Body Member
			If complainant not satisfied that the Regional Cooperation Body Member's complaint handling procedure was followed, complaint raised to Global ACI	-	-
			For complaints related to administrative matters,	Global ACI Vice-Chair	Executive Committee

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			investigation by Global ACI Secretary		
			For complaints not related to administrative matters, as determined by the Global ACI Vice-Chair – either the Global ACI Secretary or a Complaints Working Group.	Global ACI Vice-Chair	Executive Committee

ANNEX B: Global ACI COMPLAINTS PROFORMA

Details from Global ACI Complaints Register:

COMPLAINT LOG NUMBER (Month/Year/#)	DATE COMPLAINT RECEIVED	DATE INVESTIGATION COMPLETED

Complaint investigated by: Secretary / Vice-Chair / Complaints Working Group (CWG)

Details of CWG:

DATE CWG ESTABLISHED	MEMBERS OF CWG	DATE CWG DISBANDED

Details of supporting documentation received, if any:

DATE RECEIVED	NAME OF DOCUMENT AND DETAILS
	Insert hyperlink(s) here

Details of the complaint:

DATE (YYYY-MM-DD)	DETAILS OF COMPLAINT / RECOMMENDATIONS / DECISIONS / ACTIONS / Global ACI RESPONSE / RESOLUTIONS / COMMENTS / DETAILS OF A RECONSIDERATION OF THE OUTCOME OF A COMPLAINT
	<p>Complainant:</p> <p>Name of Organisation Representative:</p> <p>Complaint Category: (See Section 4.7)</p> <p>Details of complaint:</p> <p>Action required:</p> <p>Updates on action taken:</p>

Details of the reconsideration of the outcome of a complaint, if any:

DATE (YYYY-MM-DD)	DETAILS OF A RECONSIDERATION OF THE OUTCOME OF A COMPLAINT