

## COMPLAINTS AND APPEALS

### APPEALS

If you are a client of ERM CVS and have a disagreement or dispute concerning your certification or verification statement, which you have not been able to resolve through your Client Account Manager or Partner in Charge, then you may appeal in writing to the Accreditation and System Manager.

Address: ERM CVS, Exchequer Court, 33 St Mary Axe, London, EC3A 8AA

Email: [post@ermcvs.com](mailto:post@ermcvs.com) (please state 'Appeal' in the subject line)

Following the receipt of an appeal, an Appeals Panel, which is independent of the issue under consideration, will be appointed. The Appeals Panel will review relevant evidence from ERM CVS staff and the appellant in confidence. After the review is complete, the Appeals Panel will prepare a report with their conclusions and the appellant will be notified in writing of the decision.

In cases where the client does not agree with the conclusions of the Appeals Panel the Disputes Section of the contract shall apply.

Investigation and decision on appeals will not result in any discriminatory action being taken.

### COMPLAINTS

ERM CVS takes feedback about its services, and complaints very seriously. Any feedback or complaints about our services should preferably be submitted in writing and addressed to ERM CVS's Accreditation and System Manager.

Address: ERM CVS, Exchequer Court, 33 St Mary Axe, London, EC3A 8AA

Email: [post@ermcvs.com](mailto:post@ermcvs.com) (please state 'Complaint' in the subject line)

We will ensure that we understand your feedback or concerns fully and deal with any complaints fairly and promptly. We will acknowledge your complaint, keep you informed of progress and will respond to your complaint as soon as it has been fully investigated.

Investigation and resolution of complaints, will not result in any discriminatory action being taken.

Complaints regarding any of our clients should also be submitted in writing and addressed to ERM CVS's Accreditation and System Manager. Once we have confirmed that the subject client has received services from ERM CVS, we will investigate the complaint and take appropriate action. We will advise you of the complaint outcome (ie whether or not the complaint is upheld), and broadly what action has been taken. Where a complaint is upheld, the action we take will be proportionate to the circumstances and any non-conformances identified.

For further information regarding our business policies, appeals, feedback or requests for information please contact the Accreditation and System Manager.