

Complaints

If a Company have any reason to complain regarding the conduct of ACS Registrars Pakistan (Pvt.) Ltd. Staff Members or subcontract Auditors, or against a Certified client of ACS Registrars Pakistan (Pvt.) Ltd. by a user of that client; the Complaint shall be made in writing, including with it any supportive documentation/ information for consideration, and addressed to the CEO / Director(s) of the accredited office of ACS Registrars Pakistan (Pvt.) Ltd. If the complaint is made against a CEO and/or Director, the letter of complaint shall be addressed to the Board of Director of ACS Registrars Pakistan (Pvt.) Ltd.

All Complaints are required to be made in writing, including with it any supportive documentation/ information for consideration, to allow for a full investigation. If a Company does not document their Complaint, the issue can go no further.

For all upheld Complaints, investigations shall be conducted to develop the necessary Corrective and Preventive actions and to assess the effectiveness of the Corrective and Preventive Actions.

COMPLAINT FORM

We sincerely thank you for selecting ACS Registrars for certification / inspection / training services. We seriously value our client's feedback to continuously improve our quality of services. In case you wish to make a formal complaint regarding our services please complete this form and return to the ACS Registrars Pakistan (Pvt.) Ltd. Lahore Office.

Complainant Details:

Name _____ Designation _____

Organization _____

Contact # _____ Email _____

About the Complaint:

(Tick the relevant)

- Marketing Department / Coordination Department / Certification Services
- Auditor / Technical Expert / Inspector
- Product Certification / Inspection Services
- Halal Certification Services
- Auditor(s) / Trainer(s) / Inspector(s)
- Certificate Issuance
- Any other _____

Complaint Description

Date / Time of the problem _____

Objective Evidence (any document attachment)

- Yes
- No

Signature of the complainant

Submission Date