



Kiwa UK Group Complaints and Appeals Procedure

We are committed to providing a high quality service to all our clients. If you think that something has gone wrong we need you to tell us about it. This will help us to improve our service and standards. We will promptly investigate any complaint that we receive and will keep you up to date with its progress. We will ensure that your complaint is investigated independently by someone not involved in the activities to which the complaint relates. This process can be used to make a complaint relating to Kiwa or relating to one of our certified clients.

If you disagree with a conformity assessment decision that we have made, you have the right to appeal that decision.

If you have a complaint or an appeal, please provide us with as much relevant information as possible using one of the mechanisms below:

By email to: uk.quality@kiwa.com

By telephone to: +44 (0)1242 677877

In writing to: Quality Team, Kiwa UK Group, Kiwa House, Malvern View Business Park, Stella Way, Bishops Cleeve, GL52 7DQ

What Will Happen Next?

1. When we receive your complaint we will send you an email acknowledging receipt of it.
2. We will validate your complaint by ensuring that it relates to an activity for which we are responsible. If it does not, then we will inform you of this and advise you of a course of action that you could take.
3. If your complaint does relate to an activity for which we are responsible, or to that of one of our certified clients, we will appoint a complaint investigator who will gather all information that they feel is necessary and relevant from both you and from the parties to which the complaint relates. We will contact you to obtain your information within 7 days of sending you the acknowledgement email.
4. We will then investigate your complaint in line with the requirements of our quality management system. Once all relevant information has been clarified and reviewed, the investigator will decide whether your complaint is upheld or not upheld.
5. We will contact you to inform you of the outcome of the investigation and, where necessary, any actions that have been taken, or need to be taken, to complete a resolution. Ordinarily this contact will be within 28 days of the original acknowledgement email having been sent. If the investigation is complex, or cannot be completed within this time frame, we will inform you of this along with an estimated time for completion where possible.
6. Complaints are left open for 28 days post-completion to allow you to respond and/or acknowledge your satisfaction with the outcome. If there is no response within this period, we will close your complaint. We will retain records of the complaint for a minimum of 5 years.

7. If you are not satisfied with our decision about your complaint, you have the right to appeal that complaint decision. This appeal should be made to the Head of Quality by one of the mechanisms detailed above. They will appoint someone independent of the original complaint investigation and independent of the activities to which the complaint relates, to conduct the complaint appeal investigation.
8. Following completion of the appeal investigation we will contact you to communicate our final position on the complaint and an explanation of our reasons for reaching our decision. If you are still not satisfied, and the complaint relates to an accredited activity, you have the right to complain to the United Kingdom Accreditation Service (UKAS). Information on how to do this can be found here: <https://www.ukas.com/customer-area/complaints-feedback-and-appeals/>
9. The above process will be followed if you are appealing against a conformity assessment decision that we have made rather than making a complaint. For appeals of conformity assessment decisions, as this already constitutes an appeal, there is no right of further appeal of the outcome.

Policy Authorised By: Lee Shaw, Kiwa UK Group Head of Quality

Date Authorised: 10th April 2026