

INFORMATION ON COMPLAINT HANDLING PROCESS

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Document Owner: Global VP Business Development

Approver: Global VP Business Development

This process only applies to complaints related to programs managed by Business Assurance under system certifications and supplier management

Purpose

To provide an overview of Intertek's complaint handling process.

Scope

Intertek has a comprehensive process to handle complaints. It satisfies the requirements of ISO/IEC 17021-1, ISO/IEC 17065, and ISO/IEC 17029. This process applies to complaints relating to Intertek's certification/verification/validation services, and complaints against certified clients, or a client whose claim has been verified/validated made to Intertek.

Definition

Complaints: Expressions of dissatisfaction, annoyance or concern about our service, behaviour or a situation with an expectation that Intertek will address or resolve it. Any request for investigation of a situation perceived by complainant unacceptable must be treated as complaint

Complaints are made to Intertek whether oral or in writing, with regards to its certification/auditing services or its certified/audited clients/facilities, where a response or resolution is explicitly or implicitly expected. Complainants could be clients, non-clients, or scheme owners, accreditation bodies, industry representatives, requesting investigations on poor performance (perceived or real), not meeting requirements (usually coupled with a corrective action plan), or poor behaviour, fraud allegations (perceived or real), etc.

1. Process

- 1.1. Any party wishing to submit a complaint shall contact the Intertek office via telephone, email, or other type of communication or by sending an Email at: complaints.ba@intertek.com.
- 1.2. The Intertek Hotline provides a secure, independent, and effective channel for reporting any concerns related to potential unethical or illegal activities. A complainant on integrity breaches may also submit a report anonymously at www.intertekhotline.com or email directly at integrity.ba@intertek.com
- 1.3. The complaint handling process is subject to the requirements for confidentiality.
- 1.4. Upon receipt of a complaint, Intertek will log and acknowledge the complaint within 10 working days of receipt (typically via email). Once approved, it will be assigned to designated personnel for investigation and resolution.
- 1.5. Intertek will take any necessary corrective actions related to the complaint, whether against Intertek certification/auditing/verification/validation activities or against the certified/audited client or against a client whose claim has been verified/validated or is in the process of being verified/validated.
- 1.6. When the complaint is against a certified/audited client or against a client whose claim has been verified/validated or is in the process of being verified/validated, the subject of the complaint is





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usually not to be made public. Intertek will also notify the client of the receipt of a complaint against their certified/audited system or their verified/ validated claim at an appropriate time.

2. Complaint Review

- 2.1. Complaints are resolved through an investigation and approval process with decisions made by Intertek. Intertek has the responsibility of gathering and checking all necessary information to approve the complaint.
- 2.2. Investigation of complaints related to certified/audited clients or related to verified/validate claims or related to claims in the process of being verified/validated typically include an examination of the certified/audited client's management system effectiveness, or of the verified/validated client's monitoring & reporting system and claim, or may necessitate a special visit, or may lead to the suspension of the certification if the complaint is related to a certified client, or may lead to the non-issuance of a Verification / validation Opinion or to the issuance of an unsatisfactory Verification / Validation Opinion, if the complaint is related to a client's claim.
- 2.3. Whenever appropriate, Intertek will provide the complainant with the outcome of the investigation, and a formal notice of the end of the process.

3. Additional Information for JAS-ANZ Traceable Certifications

In the situation where the complaint is filed by a customer holding a JAS-ANZ traceable certification, the complainant may refer the complaint to JAS-ANZ if dissatisfied with the outcome of Intertek's complaint handling process

4. Additional requirements for SAAS _SA8000 accreditation.

In the situation where the complaint is filed by a customer holding a SA8000 certification, the complainant may refer the complaint to SAAS if dissatisfied with the outcome of Intertek's complaint handling process <http://www.saasaccreditation.org/complaints>.

REVISION LOG

Revision #	Description of Change	Release Date
2	Addition of section 3 to address JAS-ANZ specific requirements	25-JAN-2019
3	Addition of section 4 to address SAAS SA8000 specific requirements	14-MAR-2019
4	Introduction of ISO/IEC 17029 requirements and terms	13-FEB-2026
5	Update to introduce the Intertek's hotline and the integrity e-mail	17-APR-2026