



## 1.0 Purpose

To provide an overview of IPC-MDD's complaints and appeals handling process.

## 2.0 Scope

This process applies to complaints and appeals related to IPC-MDD's certification services, and complaints and appeals against certified clients made to IPC-MDD.

## 3.0 Definition

**Complaints:** Expression of dissatisfaction made to IPC-MDD with regards to its certification/ auditing services or its certified clients (as it relates to the implementation of the clients' management systems), where a response or resolution is explicitly or implicitly expected.

**Appeals:** Appeals refer to the formal process by which a party, often dissatisfied with a decision made by certification body, or authority, seeks a review and reconsideration of that decision.

Appeals typically involve a presentation of legal arguments, evidence, and relevant facts to support the contention that the original decision should be modified, reversed, or remanded for further consideration. The outcome of an appeal could result in the affirmation, modification, or reversal of the original decision.

## 4.0 Process

- 4.1 IPC-MDD has an established documented process to receive, evaluate, and make decisions on complaints and appeals. This process is subject to confidentiality requirements relating both to the complainant and to the subject of the complaint.
- 4.2 All complaints and appeals lodged through telephonically, e-mail ([ipc.mdd25@gmail.com](mailto:ipc.mdd25@gmail.com)) or posted to the CEO of IPC-MDD at the office address shall be received by the designated person. All the complaints and appeals shall be recorded.
- 4.3 All the complaints and appeals shall be allocated a unique number.
- 4.4 IPC-MDD shall be responsible for all decisions at all levels of the complaints and appeals handling process. IPC-MDD shall ensure that the persons engaged in the complaints or appeals handling process are different from those who carried out the audits and made the certification decision.



## Dealing with Complaints and Appeals

- 4.5 The submission, investigation, and decision on complaints or appeals shall not result in any discriminatory actions against the complainant.
- 4.6 Upon receipt of a complaint, IPC-MDD shall confirm whether the complaint relates to certification activities for which it is responsible and, if so, shall deal with it. If the complaint relates to a certified client, then the examination of the same considers the effectiveness of the certified management system.
- 4.7 Any valid complaint about a certified client shall also be referred by IPC-MDD to the certified client in question at an appropriate time.
- 4.8 The complaints and appeals handling process includes the following elements and methods:
  - a) an outline of the process for receiving, validating, investigating the complaint or appeal, and for deciding what actions need to be taken in response to it. In the case of appeals, the results of previous similar appeals shall also be taken into account.
  - b) tracking and recording complaints, including actions undertaken in response to them;
  - c) ensuring that any appropriate correction and corrective action are taken.
- 4.9 IPC-MDD receiving the complaint shall be responsible for gathering and verifying all necessary information to validate the complaint or appeal.
- 4.10 IPC-MDD shall acknowledge the receipt of the complaint or appeal and shall provide the complainant with progress report and the result of the complaint or appeal.
- 4.11 The decision related to the complaint or appeal shall be made by or reviewed and approved by the individual(s) not previously involved in the subject of the complaint or appeal.
- 4.12 IPC-MDD shall give formal notice of the end of the complaints or appeals handling process to the complainant or appellants.
- 4.13 The IPC-MDD shall determine, together with the certified client and the complainant, whether and if so to what extent, the subject of the complaint and its resolution shall be made public.
- 4.14 The timeline for the closure of complaints and appeals are 90 days.

### REVISION LOG

Version	Description of Change	Release Date
00	New document for posting on IPC's website	13-JAN-2026