

# Complaints and Appeal Policy

A client or other interested party may appeal a verification decision made by VERIFY Agency, or make a complaint about VERIFY Agency or one of its clients, by formally notifying VERIFY Agency office in writing. The appeal should contain as much information as possible, describing the original verification decision and the reasons for the appeal.

VERIFY Agency staff shall pass every complaint and appeal to either the General Manager or CEO for initial investigation. Upon completion of the initial investigation, the VERIFY Agency General Manager or CEO shall contact the original party to notify them of the initial findings and whether they agree that a full investigation is warranted or whether they believe, based on the initial evidence, that no further investigation or action is required.

Any complaint about a verified client must be communicated to the client after VERIFY Agency has conducted the initial investigation. All notifications, whether they are deemed to require further investigation or not, are recorded internally by the QMS VERIFY Agency staff as a QPR (Quality Problem Report). Copies of all relevant documentation including notifications, investigations and decisions are attached to the internal record for evidence and audit purposes.

If further investigation is required, the General Manager or CEO will conduct all necessary internal investigations, interviews, audits or any other necessary methods to provide a conclusive response and corrective actions to the originator of the notification.

All complaints and appeals are reviewed by the VERIFY Agency Impartiality Committee (The Board of Directors), who may appoint an independent and impartial appeals panel to investigate any complaint that they feel has not been dealt with properly by management. The decision of such a panel shall be implemented and may not be vetoed by VERIFY Agency management.

If facts are added to the complaint about a client, that show that the organization's social responsibility has decreased, then VERIFY Agency must revoke the statement before the end of the validity period if facts are added that show that the organization's social responsibility has decreased.

When appropriate, VERIFY Agency will determine, with the complainant and the verified client, whether and to what extent the complaint and its resolution is to be made public.

If any of this regard happens, please communicate with us via mail on [info@verifyagency.com](mailto:info@verifyagency.com) or via phone.