

IMAAB Appeals & Complaints Procedure

1. Purpose

This procedure establishes a transparent, impartial, and effective system for managing appeals and complaints related to IMAAB accreditation and recognition activities. It ensures that all stakeholders have the opportunity to raise concerns or challenge decisions without fear of retaliation.

2. Scope

Applies to:

- Appeals against IMAAB accreditation or recognition decisions.
 - Complaints regarding the conduct of IMAAB personnel, assessors, or certified bodies.
 - Complaints about misuse of the IMAAB name, logo, or certificate.
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3. Definitions

- **Appeal:** A request by an applicant or accredited entity for reconsideration of a decision made by IMAAB.
 - **Complaint:** An expression of dissatisfaction by any party regarding services, behavior, or compliance of IMAAB or parties it accredits.
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4. Principles

- All appeals and complaints will be treated confidentially.
 - The process will be free of charge and accessible.
 - There will be no discrimination against any complainant.
 - The process is independent of the evaluation and decision-making personnel.
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5. Submission Process

All appeals or complaints must be submitted in writing via:

- **Email:** info@imaab.org
- **Online Form:** www.imaab.org/contact

The submission should include:

- Name and contact of the appellant/complainant
 - Detailed description of the issue
 - Supporting evidence (where applicable)
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6. Handling of Appeals

1. Acknowledgment of receipt within 5 working days.
 2. Preliminary review by IMAAB staff (to validate admissibility).
 3. Independent panel review (not involved in original decision).
 4. Final decision communicated in writing within 30 calendar days.
 5. Decision of the appeal panel is final.
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7. Handling of Complaints

1. Acknowledgment within 5 working days.
 2. Initial review and classification of complaint.
 3. Investigation by impartial personnel.
 4. Response and resolution proposed within 30 calendar days.
 5. If unresolved, escalation to the Complaints Review Committee.
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8. Record Keeping

All appeals and complaints are logged, tracked, and reviewed periodically. Records are retained for a minimum of **5 years** and are subject to confidentiality.

9. Review of Procedure

This procedure is reviewed annually or upon significant changes to accreditation policies. Revisions are approved by the IMAAB management and oversight committee.

10. Contact

For all inquiries:

 info@imaab.org

 Additional info: www.imaab.org/resources