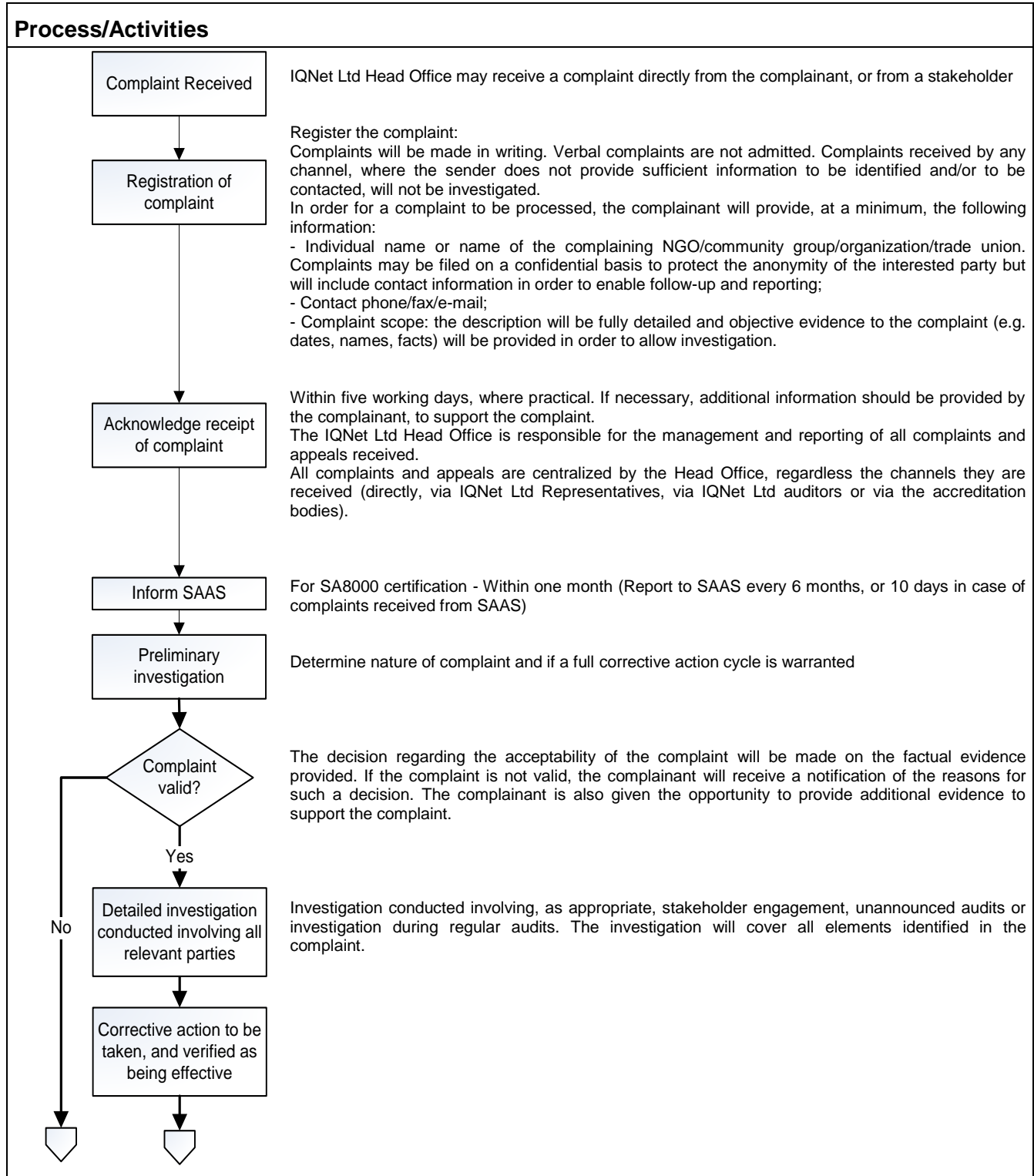
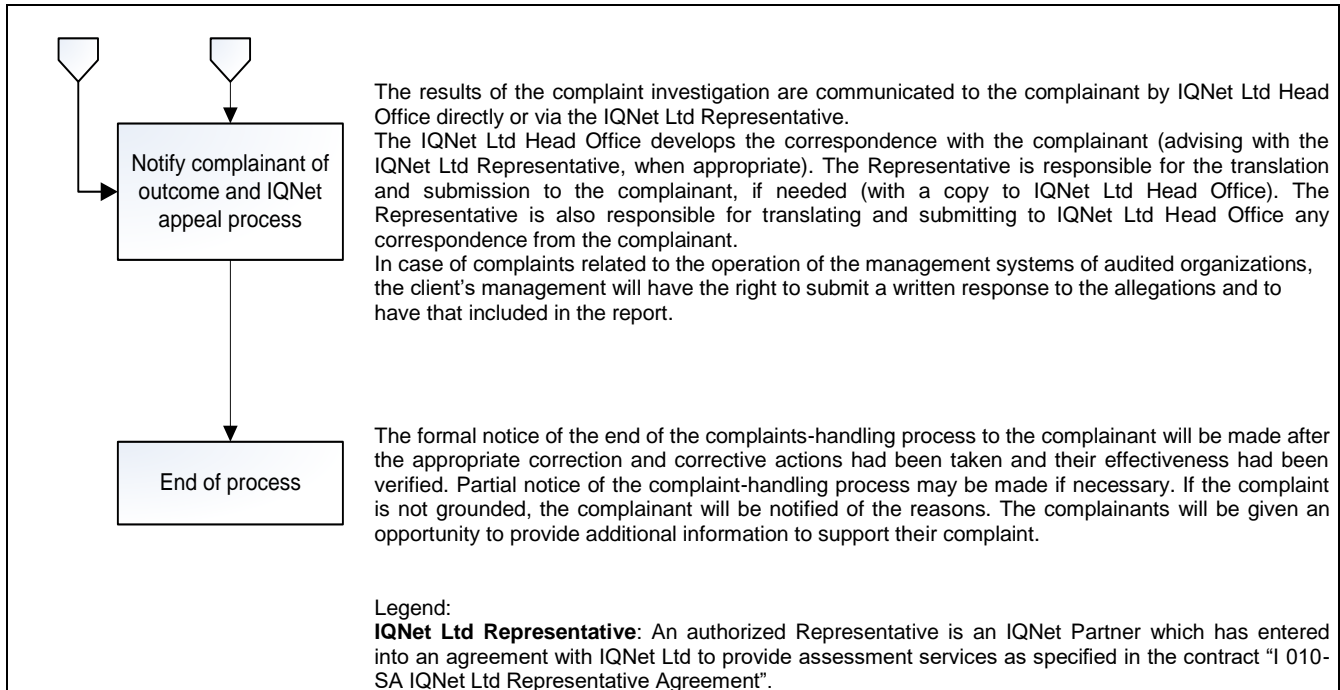


**IQNet Ltd COMPLAINTS HANDLING PROCESS**

The IQNet Ltd complaint handling process is subject to the requirements for confidentiality. In investigating any complaint, IQNet Ltd will take the necessary measures to protect the identity of the complainant and any person who gave testimony, unless such persons willingly choose to let their identity be known.





## **IQNet Ltd APPEALS PROCESS**

An organization or individual may appeal against the IQNet Ltd decision, stating its grounds for disagreement, within 30 days from the notification of the decision.

The appeal is reviewed by IQNet Ltd within 2 months from its submission. The decision will be made by individuals different from those who conducted the audits or made the certification decision. The appellant is also given the opportunity to provide additional evidence to support the appeal.

The decision is communicated to the appellant, directly or via the IQNet Ltd Representative.

## **SA8000 CERTIFICATION – PARTICULAR REQUIREMENTS**

IQNet Ltd provides a detailed report to the accreditation body SAAS of all complaints received.

The complaints submitted by personnel and/or interested parties in relation with IQNet Ltd SA8000 certified facilities should follow the guidelines established in SAAS Guideline 304, referred hereafter:

### ***Guidelines for making a complaint by personnel at an IQNet Ltd SA8000 certified facility:***

An organization certified by IQNet Ltd for SA8000 shall have appointed a management representative for ensuring a confidential means is established and accessible to workers to submit complaints in relation with SA8000 issues. Complaints may be submitted anonymously or workers may identify themselves.

As a complaint might be an employee's first endeavour to report concerns of non-compliances related to SA8000 in the organization he/she is employed, he/she should seek assistance to the elected SA8000 worker representative(s) or trade union representative(s), where one exists. The SA8000 worker representative will take precautions to assure anonymity if the worker chooses not to identify himself/herself.

The SA8000 worker representative, the worker, or any designated representative of the worker will take the complaint to the organization's SA8000 management representative. Management must respond within a reasonable time frame. The SA8000 management representative should advise what that time frame is for the organization.

The management should consider the following in addressing the complaint:

- the root cause analysis for the noncompliance with the provisions of SA8000;
- the correction and corrective action as needed.

Should the complainant not be satisfied with the outcome of the complaint investigation, he/she can address to IQNet Ltd as the certification body.

***Guidelines for making a complaint by personnel and/or interested parties to IQNet Ltd in relation to an IQNet Ltd SA8000 certified facility:***

Where management of an IQNet Ltd SA8000 certified organization fails to address a valid complaint, this may be raised by any interested party (organization's personnel, NGO, trade union, etc.) with IQNet Ltd.

The IQNet Ltd address is specified on the SA8000 certificate issued to the organization, or should be obtained from the elected worker representative and/or management representative. The IQNet Ltd web page contains also contact details that can be used by any person maintaining the confidentiality of the originator.

Complaints must include documented evidence demonstrating that the facility did not comply with one or more specific provisions of SA8000. SA8000 Standard provisions by name and number should be specified if possible. The SA8000 worker representative could assist with identifying the provisions and assembling the needed evidence. Evidence can include the signed testimony of workers reporting what they themselves have witnessed.