



COMPLAINTS AND APPEAL

Complaints Process

All complaints regarding ISS certification activities must be submitted in **writing** to info@issg.sg.

ISS will confirm receipt of the written complaint and then evaluate its relevance and validity. Following validation, ISS will conduct a thorough investigation, determine appropriate actions, when deem necessary.

ISS will notify the client company about the complaint. This matter is typically discussed during the next scheduled surveillance visit. For serious complaints, a special visit may be necessary, and the relevant escalation steps will be followed.

ISS commits to addressing all complaints within **two weeks**, and the decision will never result in discriminatory actions against the complainant. All complaint records are retained in the Complaints File for a minimum of six years.

Appeals Process

Clients dissatisfied with a recommendation from the Certification Decision Team may appeal to independent arbitration.

The appeal must be submitted in **writing** to ISS within **30 days** of receiving notice of the cause of dissatisfaction.

An Appeal Committee will be convened, and both the complainant and the ISS auditor will be able to state their case privately, chaired by the Certification Director, including at least two independent IIC members with relevant experience in the field under discussion.

After a decision has been taken by the Committee, the appellant will be informed of the outcome in writing, including the reasons for the decision.

ISS will address the appeal within **two weeks**, and the appeal decision will not result in any discriminatory actions against the appellant.