

COMPLAINTS INFORMATION

A complaint is a formal expression of dissatisfaction, other than appeal, by any person or organisation regarding an AIM Certification's employee's behaviour or methodology.

Where the dissatisfaction relates to a certification decision of AIM Certification's, this must be submitted as an appeal, not a complaint.

Complaint about the conduct of the Auditor or auditing services may also be relayed directly to the Auditor. If you do not wish to do so through the Auditor, please contact Aim Certification directly for the complaints form.

If there is a considerable time lapse between the perceived offence and the complaint being submitted, it will make impartial investigation more difficult. Complaints will be reviewed and investigated by the Committee. They shall be responsible for dealing with the complaint and coming to a conclusion, which will be provided to you in writing.

Regardless of the conclusions, received complaints shall be collated and submitted to the Committee who will ensure that your complaint has been dealt with fairly and without bias.

Complaints must be received by Aim Certification within 4 (four) weeks after the event that gave rise to the complaint and must be submitted formally in writing. Complaints that are insufficiently substantiated or incomplete may be deemed inadmissible by AIM Certification and rejected.

Please send in a formal email request to sales@aimcertification.com.sg for complaints form.

COMPLAINTS WORKFLOW

STEP 1	For complaints, please send in a formal email request to sales@aimcertification.com.sg for complaints form and write into us within 4 weeks of the event leading to complaint.
STEP 2	Upon receipt of the complaint, AIM CERTIFICATION will send an acknowledgement to the complainant.
STEP 3	The complaints committee will evaluate and investigate the complaint received
STEP 4	Complainant will be informed of the outcome of the evaluation and investigation.
STEP 5	AIM CERTIFICATION together with the relevant parties, will take the required actions determined for the resolution of the complaint.
STEP 6	If actions required to be taken will exceed 15 days from the date of receipt of the complaint, the complainant will be given a progress report.
STEP 7	Upon completion of the actions taken, complainant will be informed by AIM CERTIFICATION of the outcome of the actions taken. If no actions are required, the case shall be closed.