

	Process for handling Complaints	Title	Public 03
		Person Responsible	VP Systems
		Date of Last Update	25 Sept. 2016
		Status	Released
		Location	Corporate Website
Controlled Document		Page 1-1	

General

International Compliance Group has processes to manage client and general public initiated actions, in compliance with ISO/IEC 17021.

Complaints Process

1. ICG processes complaints at its central office, located in San Diego, California, USA. The complaints handling process begins with a client submitting to ICG, via email to complaints@ic-group.com, a narrative explaining the nature of complaint.
2. ICG ensures that the complaints handling process is discussed with the client upon receipt and that the submission; investigation and decision on complaints does not affect and/or result in discriminatory actions of any kind against the complainant.
3. On receipt of a complaint ICG establishes and confirms the activity upon which the complaint has generated and provides the complainant with progress reports as available on the stage of the process or the outcome.
4. ICG follows a process to receive, evaluate and make decisions on complaints. The process is subject to confidentiality, as it relates to the complainant and to the subject of the complaint.
5. The person assigned to the investigation of the complaint will gather and verify all necessary information to validate and process the complaint. ICG reserves the right to contact the complainant during the investigative process to obtain further clarification as to the matter.
6. ICG will wherever possible acknowledge receipt of the complaint, and provides the complainant with progress reports on the outcome as a result of complain.
7. The decision regarding the complaint is made, reviewed, approved and communicated by individuals not previously involved in the subject of the complaint.
8. Wherever possible, ICG will give formal notice of the end of the complaints handling process to the complainant.
9. ICG will determine, together with the client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution is made public.