



1 Purpose

The purpose of this document is to describe the IDFL procedure for handling of complaints and appeals received from clients or from other interested parties (i.e. stakeholders, scheme owners, etc.).

2 Definitions

Appeal: A formal request made by an organization undergoing evaluation for reconsideration of any adverse decision made by IDFL related to its evaluation or certification status.

Complaint: A formal expression of dissatisfaction, other than appeal, of any person or organization relating to the activities of the certification body (i.e. employee behavior, processes/methodology, or work performed) or of a certified organization, where a response is expected.

Incidents: A formal expression of a concern related to business activities provided by IDFL. In this procedure, an incident shall refer to a complaint or an appeal accordingly.

3 General

IDFL always strives and is committed to providing our clients and other interested parties with professional services and the utmost customer service. However, we also recognize that concerns and incidents may occur occasionally that are not to satisfaction. In such cases, the concerned party may submit a complaint or appeal according to this procedure.

1 目的

本程序的目的是描述對來自客戶或其他相關方（即利害關係者、方案所有者等）的抱怨和申訴的處理。此程序還詳細說明了客戶反饋的處理。

2 定義

申訴: 接受評估的組織提出的正式請求，要求重新考慮 IDFL 做出的與其評估或驗證狀態相關的任何不利決定。

抱怨: 任何個人或組織對驗證機構作業（即，員工行為、過程/方法或所執行的工作）或獲證組織正式的不滿（申訴除外），並期望得到回應。

疑慮: 對驗證機構的作業表示不滿或不同意，但尚未導致正式抱怨或申訴。

3 一般

IDFL 始終努力並致力於為我們的客戶和其他相關方提供專業的服務和最優質的客戶服務。但是，我們也認識到有時可能會發生令人不滿意的疑慮和事件。在這種情況下，當事人可以按照本程序提出抱怨或申訴。



4 Procedure

4.1 Reporting an Incident

All incidents (complaints or appeals) must be reported in writing. Incidents may be sent through the [IDFL website feedback form](#) or sent to integrity@idfl.com. Incidents reported in this manner will be directly sent to an Incident Coordinator for initial handling.

The reported incident must describe the following:

- Date
- Organization Name
- Reporter Name (optional)
- Contact Info (including email and phone)
- Incident Type: Complaint or Appeal
- Subject Matter / Description. The subject matter clearly and as detailed as possible (“who, what, where, when”).
- Objective evidence to support the case

Upon receiving the formal written report of the incident, the Incident Coordinator shall review and acknowledge receipt of the incident within 5 working days, typically via email.

Time Limits:

- Appeals must be submitted to IDFL within 6 (six) weeks after the decision.
- Complaints must be received within 6 (six) weeks after the incident occurred.

If the incident report is not sufficiently substantiated (i.e. not accompanied with relevant information, reasoning, supporting documents, or if the time limit is exceeded, etc.) the incident may be deemed inadmissible. The Incident Coordinator shall inform the Complainant / Appellant and may allow for additional information to be submitted to further progress the incident handling process.

4.1 報告事件

所有事件(抱怨或申訴)必須以書面形式報告。

事件可以通過 IDFL 網站填寫反饋表 [IDFL website feedback form](#) 發送或發送至 integrity@idfl.com。以這種方式報告的事件將直接發送給事件協調員進行初步處理。

報告的事件必須描述以下內容:

- 日期
- 機構名稱
- 提報者姓名 (可選)
- 聯繫資訊 (包括電子郵件和電話)
- 事件類型: 抱怨或申訴
- 主旨/描述。主旨盡可能清晰和詳細 (“誰、什麼、何地、何時”)。
- 支持案件的客觀證據

收到事件的正式書面報告後, 事件協調員應審查並在 5 個工作日內確認收到事件, 回執通常通過電子郵件發送。

時間限制:

- 申訴必須在決定後 6 (六) 週內提交給 IDFL。
- 抱怨必須在事件發生後的 6 (六) 週內收到。

如果事件沒有充分實證 (即未附有相關資料、理由、證明文件, 或超過時限等), 該事件可能被視為不能受理。事件協調員應通知抱怨者/申訴者, 並允許提交額外資訊以進一步推進事件處理。



4.2 Handling of Complaints

Complaints shall be handled within 30 calendar days from receipt.

When an incident is classified as a complaint, a committee of 2 individuals is formed. All committee members must not have been involved in the certification activities related to the complaint. To ensure that there is no conflict of interest, committee members (including those acting in a managerial capacity) who have provided consultancy for a client, or been employed by a client, shall not be used by the certification body to review or approve the resolution of a complaint for that client within three years following the end of the consultancy or employment.

The committee is responsible to gather all necessary information, investigate root cause and corrective actions, and make a decision to resolve the complaint. The Complainant will be formally notified of the decision/outcome.

Investigation activities shall be conducted in a manner that is professional and fair to all parties, avoiding conflicts of interest.

In any case where the complainant remains unsatisfied with the resolution; the same shall be escalated to the scheme owner / accreditation body for involvement.

4.3 Handling of Appeals

IDFL aims to provide formal notice of the outcome of the appeal within 30 days. However, IDFL reserves the right to an addition 60 days (90 days total) to provide formal notice of the outcome if deemed necessary.

When an incident is classified as an appeal, a committee of 2 individuals is formed. All committee members must not have been involved in the certification activities related to the appeal. To ensure that there is no conflict of interest, committee members (including those acting in a managerial capacity) who have provided consultancy for a client, or been

4.2 抱怨處理

抱怨應在確認收到後 30 日曆日內處理。當事件被歸類為投訴時，將成立一個由 2 人組成的委員會。所有委員會成員必須沒有參與與投訴相關的認證作業。為確保不存在利益衝突，曾為客戶提供諮詢或受雇於客戶的委員會成員（包括管理人員）在諮詢或雇傭結束後三年內不得被驗證機構用於審查或批准該客戶的抱怨解決方案。

該委員會負責收集所有必要資訊，調查根本原因和矯正措施，並作出解決抱怨的決定。抱怨者將被正式通知該決定/結果。

調查作業應以專業、公平的方式對各方進行，避免利益衝突。

若抱怨者對決議仍然不滿意；同樣應上報給計劃所有者/認證機構以供參與。

4.3 申訴處理

IDFL 旨在在 30 天內提供申訴結果的正式通知。但是，如果認為有必要，IDFL 保留額外 60 天（總共 90 天）提供正式通知的權利。

當事件被歸類為申訴時，將成立一個由 2 人組成的委員會。所有委員會成員必須沒有參與與投訴相關的認證作業。為確保不存在利益衝突，曾為客戶提供諮詢或受雇於客戶的委員會成員（包括管理人員）在諮詢或雇傭結束後三年內不得被驗證機構用於審查或批准該客戶的申訴解決方案。



Public Procedure File
公共程序文件

Address of Complaints and
Appeals 抱怨與申訴

Ref No.

IDFL - PPF - 7.13

Version

1.0

Date

14 June 2022

Page

4 of 4

DCR

012

employed by a client, shall not be used by the certification body to review or approve the resolution of an appeal for that client within three years following the end of the consultancy or employment.

The committee is responsible to gather all necessary information, investigate root cause and corrective actions, and make a decision to resolve the appeal. The Appellant shall be formally notified of this decision/outcome.

Investigation activities shall be conducted in a manner that is professional and fair to all parties, avoiding conflicts of interest.

In any case where the appellant remains unsatisfied with the resolution; the same shall be escalated to the scheme owner / accreditation body for involvement.

該委員會負責收集所有必要資訊，調查根本原因和矯正措施，並作出解決的決定。申訴者將被正式通知該決定/結果。

調查作業應以專業、對各方公平的方式進行，避免利益衝突。

若申訴者對決議仍然不滿意；同樣應上報給計劃所有者/認證機構以供參與。