

# ISoOR-AB Complaints and Appeals Procedure

ISoOR-AB is committed to **fairness, transparency, and accountability** in all accreditation activities. To uphold these principles, we provide clear procedures for submitting complaints and appeals.

## 1. Purpose

This procedure ensures that any concerns about ISoOR-AB operations or accreditation decisions are addressed **impartially and consistently**, supporting stakeholder confidence and ISO/IEC 17011 compliance.

## 2. Scope

- **Complaints:** Concerns regarding ISoOR-AB processes, conduct, or accredited CABs.
- **Appeals:** Requests to reconsider formal accreditation decisions.
- This procedure applies to CABs, applicants, and other relevant stakeholders worldwide.

## 3. Submission

- Complaints or appeals can be submitted via **email or the online contact form**.
- Submissions should include relevant details to allow proper review.

## 4. Review and Decision

- Complaints and appeals are logged and assigned to **designated, impartial panels**.
- Panels review documentation, consider stakeholder input, and make recommendations.
- The **Accreditation Committee or Independent Appeals Panel** issues the final decision.

## 5. Communication

- Outcomes are communicated to the complainant or appellant in writing.
- Where corrective actions are required, appropriate steps are implemented to maintain compliance and continuous improvement.

## 6. Confidentiality

All submissions and deliberations are treated **confidentially**, protecting the identities of all parties involved.