Flowchart of the Procedures for Complaints and Appeals

**Complaints:**
- against accredited organization
- against the management system of IAJapan and its Implementation
- about home page, etc.

**Quality Manager of IAJapan**
1. Confirmation of the complaint
2. Designation of responsible person
3. Validity evaluation of the complaints and countermeasures
   - **Valid?**
     - **Yes**
       - Direction of the countermeasures
       - Depending on the complaints, report to the Evaluation Committee, implement a surveillance visit, contact with the accredited organization and related bodies, request them the countermeasures, revise quality documents, and conduct an internal audit, etc.
     - **No**
       - Summarizing the complaints and entry in the form

**Responsible Person of IAJapan**
1. Receiving and processing the complaint and entry in the form
2. Initiating the process
3. Cause analysis and planning corrective action
4. Implementation of corrective and preventative action
   - report the results?
     - **unnecessary**
     - **necessary**
6. Preparing a report
7. Complete the complaint procedures and compile records

**Complainant**
1. Complaints
2. Immediate resolution of the minor problems such as trouble of the webpage, and report to the informer.
3. Hearing or interim report as necessary
4. Receipt of the report

**Receipt of the report**
Review request or appeals on handling to the Minister of Economy, Trade and Industry based on Administrative Complaint Review Act is required to be submitted to the relative department of the Ministry of Economy, Trade and Industry.

Appeals (note) : objection to the decisions on accreditation, etc.