Complaints handling procedure relating to IAJapan.

1. **Confirmation of complaint**
   - Determine whether the complaint shall be dealt with.
   - (Yes) Send a notification.
   - (No) Proceed to the next step.

2. **Numbering ID**
   - Review the proposed measures.
   - Approve the proposed measures.
   - Review the result.
   - Approve the result.

3. **IAJapan Quality Manager**
   - Receive the complaint and fill out the form.
   - Investigate the complaint.
   - Acknowledge receipt of the complaint.
   - Notify the approved measures to the complainant and carry out the corrective action.
   - Report the result to the QM.

4. **IAJapan Accreditation Program Manager**
   - Notify the approved measures to the complainant and carry out the corrective action.
   - Report the result to the QM.

5. **Complainant**
   - Review the result.
   - Approve the result.

**Notes:***
- Program Manager (PM) shall confirm if the complainant allows IAJapan to disclose the complainant’s information to the related CAB. PM fills out the form and reports it to Quality Manager.
- IAJapan requests to complainant to submit the complaint by document or e-mail, when the complainant contact us by phone.
Complaints handling procedure relating to CABs accredited by IAJapan.

1. **Complaint**
   - Notification
   - IAJapan requests to complainant to submit the complaint by document or e-mail, when the complainant contact us by phone.

2. **Complainant**
   - Submission
   - Notification

3. **IAJapan**
   - Complaint
   - IAJapan Accreditation Program Manager
     - Receive the complaint and fill out the form
     - PM shall confirm if the complainant allows IAJapan to disclose the complainant’s information to the related CAB. PM fills out the form and reports it to Quality Manager
   - Numbering ID
   - Reporting
   - Direction

4. **IAJapan Quality Manager**
   - Confirmation of complaint
   - Determine whether the complaint shall be dealt with
   - (Yes)
     - Send a notification
   - (No)
     - Send a notification

5. **IAJapan Accreditation Program Manager**
   - Provide the direction to the CAB for solution
   - Acknowledge receipt of the complaint
   - Review the CAB’s report
   - Additional measures as necessary, and approval of the report
   - Notify the approved measures
   - Review the result
   - Approve the result
   - Retain the Records

6. **CABs accredited by IAJapan**
   - Investigation, and considering the solution and schedule
   - Carry out the approved measures
   - Report the result
   - Notification
   - Acceptance of the result
International Accreditation Japan

- Appeals for reconsidering the not-granting accreditation
- Appeals for reconsidering the suspending accreditation
- Appeals for reconsidering the withdrawing accreditation

**Appeal**

* IAJapan requests to appellant to submit the appeal by document.

**Confirmation of Appeal**

- Check the criteria
  - (Yes)
    - Establish Appealing Board
      - Approve the decision to resolve the appeal
        - Approval
          - Confirmation of the result
            - Reporting
    - (No)
      - Chief Executive
        - Confirmation of Appeal
          - Reporting

**IAJapan Quality Manager**

- Reporting

**Appealing Board**

- Investigate the proposed measures and the reasons to resolve the appeal
  - Decide the solution
    - Approval
      - Reporting

**IAJapan Accreditation Program Manager**

- Receive the appeal and fill out the form
  - Check the criteria
    - Notify the rejection of the appeal with a reason
      - Notify the approved solution
        - Carry out the solution
          - Report the result to the Quality Manager
            - Notify the result to the appellant
              - Retain the Records
                - Acceptance of the result

**Appellant**

- Reporting

Board member consists of the persons who are not involved in the accreditation process.

If necessary, corrective action shall be done.