

Grievance and Suggestion Policy Aleph Accreditation & Testing Centre Pvt. Ltd. — Inspection Wing

1. Our Commitment: The Inspection Wing of Aleph Accreditation & Testing Centre Pvt. Ltd. (AATC) carries out third-party inspection activities. The value of our work rests entirely on the confidence that clients, regulators and other interested parties place in it.

We therefore treat every complaint, appeal and suggestion as information we need. Each one is logged, examined on its merits, and answered. Raising a concern with us will never, in any circumstance, result in adverse or discriminatory treatment of the person or organisation who raised it.

AATC operates a documented procedure for handling complaints and appeals (IP-08), established in alignment with ISO/IEC 17020:2012. This page describes that process in summary. A description of the handling process is available to any interested party on request.

2. Scope: This policy applies to complaints and appeals received from clients, regulatory bodies or other stakeholders in relation to our inspection activities, and to the conduct of our personnel in carrying out those activities. It extends to inspections performed by our contracted inspectors and to any work performed on our behalf.

3. What You Can Raise With Us:

3.1 Complaint (Grievance): An expression of dissatisfaction, other than an appeal, relating to our activities or to the conduct of our personnel, where a response is expected.

Examples: delays in inspection or reporting; errors in an inspection report or certificate; the conduct, competence or impartiality of an inspector; breach of confidentiality; misuse of our name, marks or reports by any party.

3.2 Appeal: A request by the provider of the inspected item for us to reconsider a decision we have taken in relation to that item.

Examples: disagreement with a non-conformity recorded in an inspection report; disagreement with a statement of conformity or rating awarded; disagreement with a decision to amend or withdraw a report or certificate.

3.3 Suggestion: Any idea, observation or feedback offered to help us improve our inspection methods, reporting, turnaround times, communication or customer experience. A suggestion does not require dissatisfaction and carries no obligation on the person offering it.

4. Where to Address Your Submission: All submissions may be sent by email to Inbox@alephindia.in, through the feedback form on this website, or by post to our registered office. Submissions are accepted in English or Hindi.

So that your submission reaches the correct authority without passing through the person it concerns, please address it as follows:

If your complaint concerns	Address it to	Mark the subject line
An inspector, an inspection report, or any inspection activity	Technical Manager (TM)	<i>Complaint / Appeal — For TM</i>
The Technical Manager	DGO (IW)	<i>Complaint — For DGO (IW)</i>
The DGO (IW)	Board of Directors	<i>Complaint — For the Board of Directors</i>
A suggestion for improvement	Technical Manager (TM)	<i>Suggestion</i>

Where a complaint concerns the DGO (IW), it is forwarded to the Board of Directors, and it is ensured that the concerned Director is not part of the investigation team.

Please include, wherever available:

Field	Detail
Your details	Name, organisation, designation, email, phone
Reference	Inspection report / certificate / work order number
Date and place	Date of inspection and site or premises inspected
Nature of the matter	Whether it is a complaint, an appeal or a suggestion
Description	A clear statement of the issue, with dates and names where relevant
Supporting material	Photographs, correspondence, test reports or other evidence
Outcome sought	What resolution you are looking for

Incomplete submissions will still be logged. We will contact you for any information we need to proceed.

5. How We Handle Your Submission:

5.1 Receipt and acknowledgement: All complaints and appeals are received and logged by the **Technical Manager**, who maintains the record of each matter — including the date of receipt, the date of acknowledgement, and the date of closure or final disposal — in the Customer Complaint and Appeal Record (**AATC/08/F-01**).

Receipt is acknowledged as soon as possible. On receipt, we first confirm whether the matter relates to inspection activities for which AATC is responsible. If it does not, we will tell you so and, where possible, direct you to the appropriate party.

Where the complaint is **against the Technical Manager**, receipt is acknowledged by the **DGO (IW)**, who then handles the matter. Where the complaint is **against the DGO (IW)**, it is forwarded to the **Board of Directors**, who acknowledge and investigate it.

5.2 Investigation: The Technical Manager examines and investigates the complaint or appeal — except in matters involving the Technical Manager or the DGO (IW), which are handled as set out above.

The outcome of the investigation is placed before the **DGO (IW) for review and approval**, and the DGO (IW) decides the suitable course of action. Matters involving the DGO (IW) are decided by the Board of Directors.

This separation ensures that the decision communicated to you is taken, or reviewed and approved, by persons who were not involved in the inspection activity in question.

5.3 Timeline: We make every effort to process and resolve a complaint or appeal **preferably within one month** of receipt. Where the nature of the matter requires longer, we will tell you so and keep you informed of progress until the matter is closed.

5.4 Communication of outcome: The outcome of the investigation is communicated to the complainant or appellant in writing, by email or letter, together with the decision taken and any action arising from it. Formal notice is given when the matter is closed.

An appeal may result in the original decision being upheld, amended or withdrawn. Where a report or certificate is amended, the revised document identifies the document it replaces. Impartiality is maintained throughout the entire process.

5.5 Suggestions: Suggestions are recorded by the Technical Manager and placed before the DGO (IW) for evaluation. Accepted suggestions are converted into improvement actions with an assigned owner and target date. Feedback received from clients and interested parties is tabled as an input to our Management Review.
