



AZ Test Arabia Commercial Co., Ltd.

Conformity Assessment Body – SFDA Designated

Public Summary – SP07 Complaints and Appeals

This public summary describes how AZ Test Arabia Commercial Co., Ltd. manages complaints and appeals related to its certification activities.

The purpose of this procedure is to ensure that all complaints and appeals are received, reviewed, and resolved in a fair, transparent, and timely manner in compliance with ISO/IEC 17065 and SFDA requirements.

Complaints may be raised by clients, staff, or any external party concerning the company's services, its clients, or certification outcomes. Appeals may be submitted by clients who disagree with certification decisions.

All complaints and appeals are handled impartially and confidentially by the Quality Manager and Certification Manager. Acknowledgement is provided within five working days, and resolution is targeted within seven working days.

Appeals are reviewed by an independent Appeal Committee composed of senior management and a technical expert. The committee ensures that no member involved in the original decision participates in the appeal process.

All outcomes, corrective actions, and decisions are documented and maintained to ensure transparency, traceability, and continual improvement of the certification system.

This process ensures that AZ Test Arabia maintains impartiality, responsiveness, and accountability in handling all forms of client and stakeholder feedback.