



Complaint Handling and Appeals Policy

IQMC Global is committed to handling complaints and appeals with transparency, fairness, confidentiality, and prompt resolution. This policy applies to all employees, contractors, and third-party representatives involved in audit activities, verification and complaint and appeal handling. All complaint and appeal information is treated confidentially, and no complainant or appellant shall face retaliation for submitting a complaint in good faith. Complaints and appeals may be submitted openly or anonymously through publicly available channels, including the company website at <https://iqmcglobal.com/appeals-and-complaints>, to ensure accessibility and protection for all stakeholders. Every complaint or appeal received is acknowledged within six business days to ensure timely response and accountability.

IQMC Global Certification Pvt Ltd maintains a documented and publicly accessible procedure for receiving, validating, investigating, and resolving complaints and appeals. Any concern, complaint, or observation related to violations of company policies, ethical conduct, or any matter that may compromise impartiality, independence, or integrity may be reported confidentially through designated channels, including Ethics@iqmcglobal.com for international matters. Complaints related specifically to auditors, verifiers, or audit and verification conduct may also be submitted through the policies section available at <https://iqmcglobal.com/our-policies>, using the same confidential communication channels. All complaints are formally recorded and tracked, and investigations are conducted impartially by qualified personnel independent of the activities under review. Where investigations may lead to negative consequences, the subject of the complaint is provided an opportunity to be heard in order to ensure fairness and due process.

Investigations are carried out within defined timelines, and where complaints are found to be valid, appropriate corrective and preventive actions are identified and initiated within thirty days. The outcomes of complaints and appeals, including decisions and corrective actions, are formally communicated in writing through the official ethics communication channel at Ethics@iqmcglobal.com. All records related to complaints and appeals, including investigation findings and corrective actions, are securely retained for minimum 5 years, in accordance with internal and scheme requirements. In every 12 months the analysis of complaints and appeals is conducted to identify trends and systemic issues, and an annual summary is prepared covering the number, nature, and outcomes of complaints handled.

Where complainants or appellants are not satisfied with the resolution, or where required under applicable program rules, IQMC Global supports external escalation to relevant oversight bodies and schemes, including APSCA and recognized social compliance audit standards and frameworks such as SMETA, BSCI, SA8000, SLCP, WRAP, COC, ICS, and other applicable social audit schemes.

Top Management is responsible for overseeing the effective implementation of this policy by providing necessary resources, ensuring compliance with applicable standards, accreditation requirements, and scheme rules, and reviewing the effectiveness of the complaint and appeal handling system. Employees and representatives are required to follow the procedures outlined in this policy, and non-compliance may result in disciplinary action, including termination of employment or contractual arrangements. To ensure consistent and effective implementation, training on complaint and appeal handling is provided at least every six months and whenever an incident occurs or there is an update to policies or at the time of onboarding. This policy is reviewed annually to remain suitable, adequate, and aligned with evolving requirements, thereby



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ensuring a systematic, confidential, and fair approach to complaints and appeals and maintaining stakeholder confidence in IQMC Global audit processes and services.

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IQMC Global Assessments Private Limited

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