

IQMC		
IQMC/INT/QA/POL/08	Company Policies Complaint handling and Appeal Policy	
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IQMC 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 complaints and appeals information is treated confidentially, and no complainant or appellant shall face retaliation for submitting a complaint. Complaints and appeals may be submitted openly at the designated email id: hr@iqmcglobal.com or anonymously through publicly available channels, including the company website at www.iqmcglobal.com/appeals-and-complaints , to ensure accessibility and protection for all stakeholders. Every complaint or appeal received is acknowledged within 2 days and response will be provided within 15 working days to ensure timely response and accountability.

IQMC has the anonymous reporting channels such as grievance box, internal digital platform where the personnel can raise their grievance anonymously by using the QR code displayed near grievance box and in our digital platform as well.

IQMC maintains a documented and publicly accessible policy 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 channel hr@iqmcglobal.com Complaints related specifically to auditors, verifiers, or audit and verification conduct may also be submitted through the policies section available at www.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.

Investigations are carried out within defined timelines. The outcomes of complaints and appeals, including decisions and corrective actions, are formally communicated in writing with the complainant through the official ethics communication channel at ethics@iqmcglobal.com . 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, an escalation process has been established within the Grievance Handling Procedure.

IQMC shall ensure that confirmed ethical complaints shall be notified to APSCA within 72 hours. IQMC shall also cooperate fully with APSCA investigations, providing requested information within seven (7) working days.

For (Ethics and Integrity Complaints) Ethics and Compliance Director and For (Non-Ethics and Integrity Complaints) HR in Charge is responsible for overseeing the effective implementation of this policy by

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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 periodically to remain suitable, adequate, and aligned with evolving requirements, thereby ensuring a systematic, confidential, and fair approach to complaints and appeals and maintaining stakeholder confidence in IQMC audit processes and services.