



## KENYA BUREAU OF STANDARDS

### CER/POL/08: Policy on handling Complaints and appeals

#### 1. Introduction

This policy document defines how complaints raised on the KEBS Certified Clients by any interested party shall be handled and resolving. It also covers the appeals received from clients against CB decisions.

#### 2. General

##### 2.1 Complaints on activities and services of the CB.

2.1.1 Complaints on activities and services of the CB by interested parties shall be submitted through <https://feedback.kebs.org/open-feedback>

2.1.2 The CB shall investigate and resolve received complaints within the service charter timelines.

##### 2.2 Complaints on activities and services of Certified Clients or Certified Person's.

2.1.1 Complaints on certified clients and certified persons by interested parties shall be submitted through <https://feedback.kebs.org/open-feedback>

2.1.2 The certified client or certified persons shall be required to investigate and submit a report to the CB together with a corrective action plan as necessary.

2.1.2 The CB may send a representative to investigate and obtain further information for use in decision making. This may result into a special audit.

2.1.3 The complaints will be resolved within the service charter timelines.

##### 2.3 Appeals against certification decisions

2.1.1 Appeals on certification decisions, audit or evaluation conclusion by certified clients or certified persons shall be submitted through <https://feedback.kebs.org/open-feedback>

2.1.2 The CB shall review and resolve received appeals within the service charter timelines.