

Complaints & Appeals Process

Listening. Investigating. Resolving. Improving.

Cardan Compliance Services is committed to providing a high-quality, professional and impartial service. We recognise that there may be occasions when clients, stakeholders or other interested parties wish to make a complaint or appeal a decision relating to our services, including audit findings and conclusions.

We take all complaints and appeals seriously and will handle them in a fair, transparent and timely manner, ensuring no discrimination, retaliation or adverse treatment for raising a concern or appeal.

This process applies to all employees, consultants, contractors, learners and other parties who receive services from, or work with, Cardan Compliance Services.

Our Process

A clear and transparent process to manage complaints and appeals.



Appeals Against Audit Findings

A fair and impartial review of audit-related concerns.



Where an appeal relates to audit findings or conclusions, we will review the supporting evidence, audit process and applicable requirements. An independent review will be carried out by a suitably qualified and impartial person who was not involved in the original audit, to ensure an objective decision.

The outcome of the appeal will be communicated in writing and is final within Cardan Compliance Services. If the appeal relates to a certification body, you may also wish to follow their formal appeals process.

Our Commitments

We will handle all complaints and appeals:



Fairly and impartially



Confidentially



In a timely manner



Based on evidence



To support continual improvement



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2


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