



德永(香港)有限公司

Takwin (Hong Kong) Ltd.

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Procedures for Handling Complaints, Appeals and Disputes

1. Takwin (Hong Kong) Limited (hereinafter referred to as “Takwin”) has established this procedure to define the handling of complaints, appeals and disputes from any customer or to a certified organization or any interested party.
2. Please directly contact our operation manager who will be responsible for handling customer complaints, appeals and disputes.
3. If a complaint / appeal is about the certification decision or withdrawal of certification; or dispute is about the auditor judgment, operation manager shall acknowledge receipt of the complaint / appeal / dispute to the customer within 3 working days.
4. Investigation will be carried out and investigation results will be notified by written to the complainant within 15 working days afterwards.
5. For appeal / dispute case, an appeal / dispute committee will be set up to investigate on the appeal / dispute. Any decision will be notified to the organization by written within 15 working days.
6. For any unresolved disputes, another dispute committee will be set up for further discussion. Decision made by the dispute committee will be notified to the organization within 30 working days.
7. If a complaint is made by any interested party about the certified organization. In this event, we will send the details of the complaint (excluding the identity of the complainant) to the organization, and ask for timely comment from the organization on the complaint within two weeks. The organization is expected to propose appropriate corrective action accordingly. We will follow up the issue, if applicable, in subsequent surveillance visit, or may require an audit specifically on the complaint.
8. If there is disagreement with the results of the complaint / appeal / dispute, the organization may contact HKAS concerning the complaint / appeal / dispute.
9. Where a complaint, dispute or appeal made to us relating to any of the accredited activities is not satisfactorily resolved within 60 days from the date of complaint acknowledgement, operation manager will also notify HKAS in writing.