



HACA PARTNERS

Audit & Governance

GDPR Certification Complaint Process



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The process of responding to and addressing complaints, disputes and appeals is an integral part of our company's client relations and assurance of customer satisfaction. It is HACA PARTNERS policy that complaints and appeals shall be handled within a reasonable timescale and as transparently as possible, whilst fully respecting principles and requirements of confidentiality and impartiality and will not result in any discriminatory actions.

1. Who can raise a complaint?

This document is applicable for any complaint raised by a customer, potential customer or any stakeholder who may have concerns about or are dissatisfied with any aspect of our service or the service or performance of a company certified by HACA PARTNERS. It is also applicable in the case of an appeal by a customer against an HACA PARTNERS decision or in any other dispute.

2. Complaints about HACA PARTNERS service or processes

Complaints should be addressed to HACA PARTNERS and can be addressed directly to Saïd Hadji (shadji@hacapartners.lu). You will receive acknowledgment, a review of the issue will be initiated, and a response will be made by a person independent of the issue.

3. Complaints about a company certified by HACA PARTNERS

HACA PARTNERS involvement in complaints against certified companies is limited to review and evaluation of whether the company is in compliance with the requirements of certification and requiring appropriate action as a result. HACA PARTNERS will not become involved in individual cases of dispute.

3.1. Complaints about the performance delivery of an HACA PARTNERS certified Company

A customer or interested party may have reason to complain that an HACA PARTNERS Certified Company has not delivered or performed in accordance with agreed standards, products or services within the scope of their accredited certification. Complaints should in the first instance be addressed with the certified company to allow them to address the complaint within their formal Management System complaints process and to resolve with the complainant directly. If the certified company does not respond satisfactorily to your complaint, HACA PARTNERS will investigate your complaint has been managed in accordance with the company's complaints process and that the company continues to comply with the requirements of the relevant standard. The certification body shall retain the anonymity of the complainant in relation to the client, if the complainant provides an adequate justification for maintaining anonymity.



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3.2. Concerns or complaints about the misrepresentation or general activities of a HACA PARTNERS

In any case where the complainant has information about possible fraudulent, misrepresentative or other activities of the certified company inappropriate to their certification, this should be reported directly to HACA PARTNERS. Your complaint will be acknowledged and you will be given feedback about the outcome. Such complaints will be treated confidentially and the identity of the complainant will not be made known to the certified company.

4. Disputes and Appeals

Where a complaint between HACA PARTNERS and a customer cannot be resolved, and the customer does not accept HACA PARTNERS response, an appeal can be made. Details will be made available upon request to your local HACA PARTNERS office. Ultimately disputes shall be handled in accordance with the rules of accreditation, legislation as specifically applicable in contract and Luxembourgish laws.

5. Complaint and Appeal Resolving Process

- A complaint or appeal shall be submitted in writing to HACA PARTNERS and can be addressed directly to Saïd Hadji (shadji@hacapartners.lu);
- To assist in this process, complaints and appeal should include following information:
 - Name and contact details of the complainant
 - Clear description of the issue
 - Evidence to support each element or aspect of the complaint or appeal (documents, locations, persons, dates etc.)
- Receipt of a submitted complaint or appeal will be acknowledged by HACA PARTNERS;
- To ensure that there is no conflict of interest, personnel who have provided services for a client, or have been employed by a client, shall not review or approve the resolution of a complaint or appeal for that client within two years following the end of the consultancy or employment.
- HACA PARTNERS will provide an initial response, including an outline of the proposed course of action to follow up on the complaint or appeal, within two (2) weeks;
- HACA PARTNERS will keep the complainant informed of progress in evaluating the complaint or appeal;
- HACA PARTNERS will investigate the allegations and specify all its proposed actions in conclusion to the complaint or appeal.
- HACA PARTNERS will finally notify the complainant when the complaint is considered to be closed.
- HACA PARTNERS will maintain a record of complaints and appeals, as well as actions undertaken to resolve them