

1.0 Applicable Standards

ISO 17021-1

2.0 Purpose

This procedure describes the approach to be used for complaints regarding pre-certification and surveillance/recertification activities for client and Husk Registrars, LLC.

3.0 Scope

This procedure applies to the following:

- Pre-certification/Initial Audit
- Surveillance audits
- Recertification audits
- Special audits/Scope Expansion/Scope Reduction/Transfer (Non-MLA and MLA)

4.0 Authority and Responsibility

The President is responsible for ensuring that complaints for pre-certification activities, surveillance audits, recertification audits and special audits are handled according to this procedure.

5.0 Procedure



Complaints

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Complaints

1. If Husk Registrars, LLC receives a complaint about your organization, within the scope of your certification, Husk Registrars, LLC will carry out an investigation. The terms of such investigation shall be determined by Husk Registrars, LLC in its absolute sole discretion. Husk Registrars, LLC shall notify the Client of the results of the investigation.
2. If the investigation reveals fault by the Client, Husk Registrars, LLC will require immediate action within a specified time. Failure to take adequate action may lead to withdrawal or suspension of certification. A special visit may also be required to resolve the issue, which shall be charged to you at the standard day rate, as notified to you in advance.
3. If the Client has cause to complain about the provision of Husk Registrars, LLC service, the complaint should be made in writing to the President at Husk Registrars, LLC's. Should the Client consider it inappropriate to deal with the Company directly, they have opportunity to raise their concerns with the independent Impartiality Committee who provide oversight of Husk Registrars, LLC to avoid compromise to its position as an impartial and competent Certification Body.