

## **COMPLAINTS & APPEALS**

### **Complaints Handling Process**

Should the client have cause to complain regarding the conduct of RICl's staff or auditors, the complaint should be made in writing addressed to the Scheme Manager of RICl at [scheme@ricionline.com](mailto:scheme@ricionline.com) or through website [www.ricionline.com](http://www.ricionline.com) or through a registered letter.

Should the complaint be made against the Scheme Manager, the letter of complaint should be addressed to RICl Managing Director.

Complaints received by RICl from any stakeholder regarding the activities of a certificated client shall be referred to that client at an appropriate time.

The complaint shall be investigated in accordance with the RICl complaints handling process procedure and outcome communicated if necessary.

The alleged complaint is logged and evaluated to establish its validity, with any required corrective action instigated where necessary. This process shall be subject to requirements of confidentiality. RICl shall determine, together with the client and complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.

### **Appeals Procedure**

The client has the right to appeal against any decision or notification by RICl including the suspension, reduction in scope or withdrawal of certification by RICl.

Notification of client's intention to appeal must be made in writing and must be addressed to Scheme Manager of RICl within fourteen days of receipt of any notification or decision at [scheme@ricionline.com](mailto:scheme@ricionline.com) or through website [www.ricionline.com](http://www.ricionline.com) or through a registered letter.

The client has the right to object to the involvement of particular members of the RICl's management in the appeals procedure if evidence can be provided that their impartiality is compromised. The appellants also have the right to present their case in person at their own expense.

The appeal will be heard by Appeals Committee including members of top management, the Appeals Committee shall be impartial and independent of the

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persons involved in the issue raised. The decision of the Appeals Committee shall be final and binding on both the client and RICl. Once the Appeal Committee has made a decision, no counterclaim by either party in a dispute can be made to amend or change its decision. Decisions on appeals will be made within 2 months of receipt of the appeal or earlier if practicable.

The outcome of appeal shall be communicated in writing to the appellant and will be kept up to date on the progress.

Investigation and decisions on appeals shall not result in any discriminatory actions against the appellant.