



Complaints Handling Process



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Our Role and Remit

JASANZ investigates complaints in accordance with ISO/IEC 17011, and consistent with our obligations to the Australian and New Zealand Governments under the JASANZ Treaty 1998. Our role is one of oversight, not regulation, and we do not have statutory powers. We are not an arbitration or mediation service, so we cannot resolve issues such as refunds, compensation, contractual disputes or comment on scheme interpretation except in the few circumstances in which we are the custodian or owner of schemes.

Anonymous or verbal complaints will not normally be logged unless objective evidence is provided that requires investigation.

Our focus is on ensuring Conformity Assessment Bodies (CABs) accredited by JASANZ comply with accreditation requirements, not on commercial disagreements.

Who Can Complain

Any stakeholder affected by our accreditation services can lodge a complaint. This includes:

- JASANZ accredited or applicant CABs
- Clients of accredited or applicant CABs
- Scheme owners
- JASANZ employees or contractors
- End users and third parties.

What You Can Complain About

You may complain about:

- JASANZ decisions, services or personnel
- The conduct or performance of an accredited or applicant CAB
- A certified organisation's compliance with standards and schemes
- Scheme owners
- Serious concerns about impartiality or integrity
- Whistleblowing on systemic issues

Conditions Before We Accept Your Complaint

A complaint must:

- Be made in good faith
- Be supported by evidence such as emails or reports
- Not be subject to ongoing legal or regulatory action
- Have been raised with the CAB first (where applicable to complaints against a CAB) and remain unresolved



- Relate to accreditation performance, including but not limited to JASANZ fulfilment of its obligations under the Service Delivery Commitment, and the JASANZ Treaty 1998.

How to Lodge a Complaint

The preferred method is through our online complaints webform, [Complaints • JASANZ](#) (www.jasanz.org/complaints). You may also submit a complaint by email, phone, or letter.

Please include:

- Who or what the complaint is about
- Relevant dates and facts
- Supporting documents
- Steps you have already taken to resolve the issue.

Guidance for CABs

If you are a JASANZ accredited CAB and you wish to make a complaint about an assessment or surveillance we encourage you to first discuss your concerns with the Lead Assessor/Team Leader.

If you have concerns regarding technical interpretations or the validity of findings – such as nonconformities – we encourage you to first address these as a ‘dispute’ (non-agreement) with the relevant assessment team. This allows for resolution in line with the procedures outlined in the JASANZ Accreditation Manual. If the matter is not handled reasonably or in accordance with these procedures, you may then escalate it as a formal complaint including copies of relevant communications.

What Happens After You Lodge a Complaint

Step 1 – Acknowledgement

- We will acknowledge your complaint within 5 working days
- You’ll get a reference number and next steps

Step 2 – Initial Review

- We will review whether your complaint meets the acceptance criteria.
- If unclear, we may register it as a “prospective complaint” while we gather more details

Step 3 – Registration

- Once substantiated, your complaint will be formally registered and tracked in our secure Complaints Register until resolved.
- If your complaint is not substantiated, you will be given reasons why it cannot proceed and where relevant, what could be done for the matter to be considered as a complaint.



Investigation Process

The Complaints Compliance and Risk Manager has oversight of all complaint investigations. Where required, an investigator who has not been involved in the matter will be appointed, and we will check for conflicts of interest before assignment.

If your complaint involves a CAB or its client, they will be asked to respond within **14 calendar days**. The investigation may include document reviews, interviews, and site visits.

Confidentiality will be maintained, and we cannot disclose detailed CAB information to complainants.

Timelines

For complaints about JASANZ services, we aim to resolve 85% within **45 working days**.

Complaints about CABs or their clients will be resolved as quickly as possible but may take longer if verification is required and JASANZ will provide progress updates.

If delays occur, we will inform you and provide revised timelines.

Aged Complaints (complaints received by CABs)

If a CAB receives a complaint about its activities within scope of JASANZ accreditation and does not resolve it within three months of the agreed timeframe, it becomes an aged complaint. In such cases, the CAB must transfer the unresolved complaint to JASANZ for direct handling as set out in the JASANZ Accreditation Manual.

JASANZ will take over the investigation and may impose additional audits, suspension, or withdrawal of accreditation if systemic issues are identified. You will be notified when this happens and given new timelines.

Outcome

We will explain what we found and what actions were taken. Actions may include corrective measures, additional audits, or suspension of accreditation.

We will formally notify the complainant when the complaint handling process has been completed, including a summary of the outcome.

The investigation and decision on a complaint will not result in any discriminatory action against the complainant.

For third-party complaints, there is no appeal option, but we will advise alternative routes if relevant.



Appeals

Complaints regarding accreditation decisions can often lead to appeals over accreditation decision. CABs may formally request JASANZ to reconsider an adverse accreditation decision and which relates to its desired accreditation status. JASANZ operates a two-stage appeals process, and guidelines regarding the process and how to submit an appeal can be found in the [JASANZ Accreditation Manual](#).

Confidentiality

We safeguard all information obtained during accreditation and arising from the complaints handling process. We cannot share detailed findings about CABs with complainants, but we will share what is necessary and permitted.

Your Rights and our Standards

Every complaint is handled impartially and transparently. We provide reasons for decisions and protect your personal information.

We expect respectful communication; abusive or malicious behaviour may result in restricted contact.

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