 Complaints and Appeals Procedure	Doc. No. : PD 02 Version : 01 Revision : 01 Date : 03/02/2025
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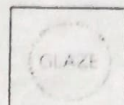
1. Complaints Procedures

- i. Complaints have to be submitted in writing with the name & contact details of the complainant and sufficient information related to the matter of dissatisfaction
- ii. Complaints may be submitted by the operators, authorities or third parties
- iii. The complaints have to be sent to
 Glaze Corporate Services Private Limited,
 C-1, H-1, 1st Floor, IC Block,
 Shahid Chandrashekhar Affordable Awasiya Yojna,
 Industrial Estate,
 Kota, Rajasthan - 324003
 Ph No. +91 9773319988, 9929582242, 9929566188
 E-mail: glazecorporateservicespvtld@gmail.com
 Website: www.glazecsp.com
- iv. Complaints may be submitted to the Glaze via email, in person, postal letter with the proper responsible personal and even it can be submitted to auditors at any time during the audit process in writing
- v. Glaze is not obliged to respond to an anonymous complaint even if it is accompanied by an email address. Complaints submitted on behalf of a group, such as a community or labour organization, should have at least one viable contact person to manage communications and further inquiries
- vi. Glaze shall ensure the confidentiality of the complainant unless the complainant authorizes Glaze to share the information or the complainant publicly shares the information
- vii. Commercial or intellectual proprietary information about the investigated certificate holder will not be divulged in any public documents about the complaint without the written consent of the operation. However, Glaze may publish public summaries of its investigations when required
- viii. Glaze shall respond within 30 business days to the persons submitting complaints, if the complaint is clearly within the scope of the activities certified by Glaze, to acknowledge their submissions and to provide them with information about the next steps in the process and when they can expect an outcome.

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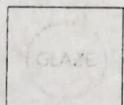
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- ix. The complaint handling committee of Glaze shall gather and verify all necessary information to resolve the complaint.
- x. The decision regarding the complaints shall be made by Glaze personnel who were not involved in the concerned certification activities and who do not have any conflict of interests.
- xi. Glaze shall keep the complainants informed of major findings, and provide them with a summary of the outcome of the process when there is a final decision or result. If the submission did not include contact information for responding, then Glaze will complete the process and record the information in file. Glaze shall resolve a complaint (including making a certification decision in the case an investigation audit is conducted) within 3 months
- xii. All the details of the reception and resolution of complaints are documented by Glaze in a dedicated folder named 'Complaints'. The actions recorded will include the date the complaint is received, the name and contact information of the complainant, the nature of the complaint, the evidence, the name of the Operator involved, the actions taken to investigate the complaint, the findings of investigations, and the decision made about the complaint.
- xiii. All complaints and reported incidents and their findings are analyzed as part of regular quality management system reviews and the necessary adjustments made to Glaze's certification management systems and processes
- xiv. All the complaints received and resolved by Glaze are reviewed annually during the Management review meeting.

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2. Appeal Procedure:

- i. All Glaze certified operations have the right to appeal their certification decisions by Glaze Corporate Services Pvt Ltd. The Operators are informed about the right to appeal in the 'Contract for Inspection and Certification'
- ii. Certified Operations are permitted to appeal a certification decision of Glaze Corporate Services Pvt Ltd. within 30 days from the date of receipt of the decision/suspension notice and this time frame may be reduced up to 14 days according to the actual situation.
- iii. All the appeals should be sent via email - glazecorporateservicespvtld@gmail.com or in person or via post to Glaze Corporate Services Private Limited, C-1, H-1, 1st Floor, IC Block, Shahid Chandrashekhar Affordable Awasiya Yojna, Industrial Estate, Kota, Rajasthan - 324003. The appeal must be signed by the legal representative. If the appeal is signed by a different subject, the appeal must contain the delegation of the legal representative of the appellant.
- iv. Appeals will be resolved by person(s) who did not participate in the audit or in the decision making process related to the certification and who do not have any conflicts of interest related to the operation.
- v. The scope of appeals will be restricted to any combination of the following:
 - a) Interpretation of the standard based on the evidence available during the audit;
 - b) Evaluation of relevant evidence that the audited operation believes the auditor or audit team intentionally or unintentionally did not consider during the audit, or
 - c) Possible infractions or violations of the requirements and certification procedures, or conflicts of interest or other ethical issues on the part of the auditor or audit team or Glaze Corporate Services Pvt Ltd.
- vi. Audited operations can submit additional evidence during the appeals process if and only if the auditor or audit team had access to this evidence during the audit process. Additional evidence of compliance that was not available during the audit, or that was the result of improvements made since the audit, cannot be considered as part of an appeal.
- vii. Glaze Corporate Services Pvt Ltd. will resolve and communicate the result of any appeal within 3 months.

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- viii. Glaze Corporate Services Pvt Ltd. will invoice the appeal resolution procedures at the same rate as the audit and certification procedures applicable to the category of the appellant.
- ix. Glaze Corporate Services Pvt Ltd. will maintain records of appeal processes that include the dates that appeals are received, decided, and communicated to audited operations, as well as the nature of the appeal and the decision made.
- x. Glaze Corporate Services Pvt Ltd. will inform to the operator the result of its appeal process. If an operator's appeal is accepted, Glaze Corporate Services Pvt Ltd. will modify the original certification decision to reflect the new certification decision. If the appeal is not accepted, the certificate status remains unchanged. These are documented in a dedicated folder named 'Appeals'. In case the certificate holder is not satisfied with Glaze's appeals process, they will be informed that they may escalate the matter to the concerned accreditation body.
- xi. Glaze Corporate Services Pvt Ltd. will document the appeal and its results and assess whether any improvements to its systems are necessary.

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