**Control Union (UK) Limited**

**Certification Appeals, Complaints & Concerns**

**Registration Form**

Please complete this form to enable Control Union (UK) (CU UK) to accurately register, handle and evaluate your appeal, complaint or concern. Please return to the address at the bottom of the form.

An **appeal\*** is a formal notification of disagreement with a certification decision within a certification process, or a request by the provider of the product or service subject to conformity assessment to CU UK for reconsideration of a decision that CU UK has made relating to that product or service.

A **complaint** is a formal expression of dissatisfaction, other than an appeal, by any person or organisation regarding a CU UK employee’s behaviour, CU UK methodology or work executed under contractual responsibility of CU UK, where a response is expected.

A **concern** is either an expression of dissatisfaction by any person within the CU UK organisation, or a complaint that for some reason cannot be admitted and handled as a complaint (for example because it was submitted anonymously), but still of such severity that follow-up is advisable.

|  |  |
| --- | --- |
| **Date** |  |
| **Your organisation’s name** |  |
| **Your personal name** |  |
| **Your address** |  |
| **Contact email address** |  |
| **Telephone number** |  |
| **Type*****(delete as applicable)*** | ComplaintAppealConcern |
| **Description & Objective***Please describe your complaint/appeal/concern (e.g. “who, what, where, when”) and explain what your objective is in submitting your complaint/appeal/concern. Provide any necessary documentation if applicable.* |
| **Evidence***Please specify/attach objective evidence to substantiate your complaint/appeal/concern.* |

*\*Appeals against certification decisions must be received within 10 working days (England) of the decision being notified to the applicant or certificate holder for certification.*

Please return this form to the CU UK Accreditation Manager at complaintscuuk@controlunion.com.

Alternatively, you may post the completed form to

The Accreditation Manager

Control Union (UK) Limited

The Barn

Lake Court

Hursley

Winchester

Hampshire

SO21 2LD

United Kingdom