

Policy FOR APPEAL & COMPLIANTS

DAS-P1-05

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Policy Statement on Appeals & Complaints

DAS Certification (Pvt.) Ltd. is committed to ensuring that all appeals and complaints are addressed in a fair, transparent, timely, and impartial manner.

- We recognize the right of any client, stakeholder, or interested party to raise an appeal or complaint regarding our inspection decisions, services, or staff conduct.
- All appeals and complaints will be handled objectively, without discrimination or retaliation, and in strict confidence unless disclosure is required by law.
- Outcomes will be communicated promptly, and corrective actions will be taken where necessary to ensure continual improvement of our services.
- Responsibility for the effective implementation of this policy rests with senior management, who will ensure independence between inspection activities and the handling of appeals and complaints.

This policy reflects our commitment to integrity, impartiality, and continual improvement in line with ISO/IEC 17020:2012 requirements.

CEO
DAS Certification (Pvt.) Ltd.