



**INFORMATION REQUESTS,  
COMPLAINTS AND APPEALS  
POLICY**

### 1. Preamble

- a. The purpose of this document is to communicate the policy of ISONIKE to provide responsiveness to requests, complaints and appeals.
- b. ISONIKE provides its clients and any interested party with a contractual right of complaint and appeal.
- c. ISONIKE commits to response to any request for information, complaint and appeal in a timely and satisfactory manner.
- d. ISONIKE Ltd is fully committed to safeguard the confidentiality and integrity of all the parties and information involved in Information Request, Appeal and Complaint Process. Also, ISONIKE is committed that Appeals and Complaints will not result in any discriminatory action toward the Appellants and Complainants.

### 2. Information Requests

Information requests to ISONIKE Ltd may be submitted to any employee of ISONIKE who will forward it to the attention of COO (Chief Operation Officer).

All information requests must be submitted in writing either via email to [info@isonike.com](mailto:info@isonike.com) or via ground mail to ISONIKE Ltd, P.O. Box 62432 PC 8064, Paphos, Cyprus.

Inquiries are forwarded to the COO (Chief Operational Officer) who will make the evaluation and the decision on the provision of information inquiry.

If the inquiry is accepted by COO, the Administrator Officer prepare the information inquired and then provide the information to the interested party.

### 3. Complaints

Complaints against ISONIKE Ltd or any of its customers, may be submitted to any employee of ISONIKE who will forward it to the attention of CPO (Certification Process Officer).

All complaints must be submitted in writing (using the Complaint Form provided) either via email to [info@isonike.com](mailto:info@isonike.com) or via ground mail to ISONIKE Ltd, P.O. Box 62432 PC 8064, Paphos, Cyprus.

Complaints are forwarded to the CPO (Chief Process Officer) who will perform an evaluation and investigation of the Complaint and take the necessary steps to make sure that the complaint is dealt with in a timely manner. Review of the Complaint and decisions on the actions is conducted and approved by the CEO.

Throughout this process, the Complainant will be kept informed on the progress of resolution until the Complaint is resolved and the matter closed.

ISONIKE Ltd commitment is to resolve Complaints to Customer satisfaction. In cases where Customers are not satisfied with the resolution of the Complaint, they may submit and Appeal.

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**4. Appeals**

The appeals process provides a formal procedure for resolving customer and stakeholders' disputes as \ rulings, determinations or actions by ISONIKE Ltd related to certification.

All appeals must be submitted in writing (using the Appeal Form provided) either via email to [info@isonike.com](mailto:info@isonike.com) or via ground mail to ISONIKE Ltd, P.O. Box 62432 PC 8064, Paphos, Cyprus.

Appeals are submitted to the CEO (Chief Executive Officer) who will perform an evaluation and investigation of the Appeal. If deemed necessary, the Appeal will be also examined by an Appeals Committee. The Appeals Committee consists of members who are independent from the subject of the appeal. Review of the Appeal and decisions on the actions is conducted and approved by the President.

Throughout this process, the Appellant will be kept informed on the progress of resolution until the Appeal is resolved and the matter is closed.

After the Appeal process is completed, decisions on the Appeal are final.

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