



ISAB Procedures for Handling Disputes, Complaints, and Appeals

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1. INTRODUCTION

1.1 Purpose

1.1.1 This document outlines the process for handling disputes, complaints, and appeals in the International Standards & Accreditation Board (ISAB).

1.1.2 Maintaining the confidentiality, efficacy and integrity of ISAB processes are significant objectives when dealing with disputes, complaints, and appeals. This document ensures that all ISAB members and related parties are supported by a fair and effective process.

1.2 Scope

1.2.1 Definitions

- **1.2.1.1** A complaint is a formal expression of dissatisfaction, other than an appeal, regarding ISAB's activities, policies and/or procedures, its service to clients, its members or its members' services to their customers, where a response is expected.
- **1.2.1.2** By definition of the Incorporated Societies Act 2022, disputes relate to disagreements, conflicts or complaints between ISAB, ISAB Members or ISAB Officers.
- **1.2.1.3** An appeal is a formal and documented request for a decision made by the ISAB General Assembly or the ISAB Executive Committee to be reconsidered.

1.2.2 This document covers all disputes, complaints, and appeals as defined above.

1.2.4 In accordance with the Incorporated Societies Act 2022, ISAB-GOV-001 (Constitution) provides procedures for Dispute Resolution. This document supplements and expands on the procedures given in Schedule 1 of ISAB-GOV-001.



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1.2.6 Disputes, complaints, or appeals shall only be considered by ISAB if submitted to the ISAB Secretary in writing in English.

2. GENERAL

- **2.1** The confidentiality, independence and impartiality of all those involved in dealing with disputes, complaints or appeals shall be maintained at all times.
- **2.2** Regardless of the outcome of any dispute, complaint or appeal process, all parties involved shall each meet their own costs.

3. DISPUTE RESOLUTION PROCEDURE

- **3.1** When a dispute occurs between ISAB, ISAB Members or ISAB Officers, in accordance with Article 12 of ISAB-GOV-001 (Constitution) the aggrieved party raising the dispute, and the Executive Committee, shall first consider and discuss whether the dispute may best be resolved through informal discussions, mediation or arbitration.
- **3.3** If the use of informal discussions, mediation or arbitration does not reach an outcome that is agreeable to the parties of the dispute, and the Executive Committee does not agree to discontinue the dispute resolution process, the dispute shall be processed in accordance with the Complaints Procedure detailed below.

4. COMPLAINTS PROCEDURE

4.1 ISAB considers all complaints as a possible opportunity to improve its processes and services as well as implement corrective and preventive actions.

4.2 Complaint investigation shall be limited to concerns or issues within the scope of ISAB's activity, its members' activity, and the activity of conformity assessment bodies accredited by ISAB members.

4.6 The investigation of any complaint by ISAB should normally be completed within 3-6 months of receipt of a validated complaint.

4.7 Complaint Categories

- **4.7.1** Complaints against ISAB's activities.
- **4.7.2** Complaints against an ISAB member submitted by an individual or body that is not a



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member of ISAB.

- **4.7.3** Complaints against a conformity assessment body accredited by an ISAB accreditation body member, or its clients in relation to the accredited service provided.

4.12 Complaint Handling Process

- **4.12.1** All complaints must be submitted in writing to the ISAB Secretary before formal investigations can proceed. Complaints are to be emailed to secretariat@isab.org wherever possible.
- **4.12.2** The complainant shall identify itself properly. Anonymous complaints shall not be processed.
- **4.12.4** The ISAB Secretary shall acknowledge receipt of a complaint within five (5) business days of receiving the complaint. ISAB aims to advise complainants of the next steps in the complaints process within thirty (30) days of receiving a complaint.
- **4.12.6** The details of the complaint, once validated and checked, are recorded in the ISAB Complaints Register. The date of the complaint is documented, and the complaint is assigned a unique number.

5. APPEALS PROCEDURE

- **5.1** These procedures should be read in conjunction with ISAB-GOV-002 (General Rules) Section 10.
- **5.2** In accordance with ISAB-GOV-002 (General Rules), an appeal may be lodged by a body having an application for membership refused; or on suspension or termination of membership of ISAB following a decision of the Members.
- **5.5** Appeals shall only be considered if they are submitted in writing to the ISAB Secretary within thirty (30) days of receipt of the notification of the decision against which the appeal is being lodged.



ANNEX A - SUMMARY OF DISPUTE AND COMPLAINT HANDLING

Type of Grievance	Process	Decision by
Dispute between ISAB, ISAB Members or ISAB Officers	Parties concerned and Executive Committee discuss whether to resolve through informal discussions, mediation or arbitration.	Parties concerned and Executive Committee
Complaint against ISAB's activities	For administrative matters, investigation by ISAB Secretary. For non-administrative matters, investigation by ISAB Secretary or CWG.	ISAB Vice-Chair
Complaint against an ISAB Member	Initial investigation by the Member in accordance with its own Complaints Procedures. Escalation to Regional Body or ISAB if unsatisfied.	Member / Regional Body / ISAB