

## Complaints

Complaints should be made in writing, including all relevant supporting information and addressed to the mailbox [GetInfo@hsb.com](mailto:GetInfo@hsb.com). The complaint will be logged within the HSB UK system and a case file opened. Acknowledgment to the complainant shall be received within 15 working days of receipt.

The complaint shall be investigated by management, independent of the area to which the complaint is directed and shall include input provided by the complainant as required.

HSB UK commits to responding to the complainant within 40 working days and will indicate the actions to be taken. HSB UK will work with the complainant to ensure these actions are acceptable and close the complaint file once completed with the consent of the complainant.

Where agreement cannot be reached, or the complainant contests the final decision, an arbiter may be appointed by agreement of the parties and their decision shall be final. Final arbitration shall be governed by and construed in accordance with UK law.

## Appeals

Appeals against certification decisions should be made in writing, including all relevant supporting information and addressed to the mailbox [GetInfo@hsb.com](mailto:GetInfo@hsb.com). The appeal will be logged within the HSB UK system and a case file opened. Acknowledgment to the appellant shall be received within 15 working days of receipt.

All appeals are investigated by the Technical Manager and shall include input provided by the appellant as required.

The Technical Manager shall respond to the appellant within 40 working days informing them in writing of the final decision and the reasons thereof.

Where the appellant contests the final decision, an arbiter may be appointed by agreement of the parties. Final arbitration shall be governed by and construed in accordance with English and Welsh law.