



COMPLAINTS & APPEALS

Tell us when something's wrong

Two separate, impartial processes. A complaint can be raised by anyone about anything we do or about a certified client; an appeal disputes a certification decision. Each is logged, acknowledged, and handled by people not involved in the matter.

Tracked reference

Acknowledged by email

Handled impartially

WHICH IS WHICH

A complaint, or an appeal?

They follow different routes. Choosing the right one gets your matter to the right people faster — but if you're unsure, submit either and we'll direct it correctly.

COMPLAINT

Something we, or a certified client, did

Use a complaint to raise any concern about our conduct, our people, our process, or the behaviour of an organisation we certify — including suspected misuse of a certificate or mark.

Who can raise it — anyone: a client, a member of the public, a regulator, a competitor.

APPEAL

You dispute a certification decision

Use an appeal to formally challenge a decision we have made about your certification — for example a refusal, suspension, withdrawal, or a change to your scope.

Who can raise it — the applicant or certified client affected by the decision.

HOW THEY'RE HANDLED

Impartial from receipt to resolution

Neither process is decided by the people whose work is in question — and using either never disadvantages you.

COMPLAINT PROCESS

1

Receipt & reference

We acknowledge your complaint, assign a tracked reference, and confirm it relates to something we're responsible for.

2

Validation

We gather the information needed and, where a certified client is involved, verify the facts — including through a special audit if warranted.

3

Investigation

The matter is investigated by people who were not the subject of the complaint, against our defined criteria.

4

Outcome & close

We decide, act where needed, and tell you the outcome — subject to confidentiality obligations to others.

APPEAL PROCESS

1

Receipt & reference

We acknowledge your appeal, assign a tracked reference, and confirm what decision is being appealed.

2

Independent review

The appeal is assigned to people who took no part in the original decision or audit.

3

Reconsideration

The evidence and the decision are re-examined on their merits — the submission of an appeal never counts against

you.

4

Determination

The appeal is upheld or declined, with reasons, and any resulting action is taken promptly.

SUBMIT

Raise a complaint or an appeal

Complaint

Appeal

Raise a concern about Skyeblanc Certification or an organisation we certify. If your complaint concerns a specific certificate, include its number so we can locate it quickly.

Your name *

Full name

Email *

name@email.com

You are a...

Select... ▼

Certificate / organisation concerned (if any)

Cert no. or organisation

Your complaint *

Describe what happened, when, and who was involved.

☐

I consent to Skyeblanc Certification processing this information to investigate my complaint, per the [Privacy Notice](#). *

Submit complaint →

You'll get a tracked reference and an acknowledgement email.