

The complaints / stakeholder concern process is as follows:

1. APC accept the complaints / stakeholder concerns through written or verbal ways.
2. Upon receipt, complaints / stakeholder concerns are logged by Customer Service staff.
3. Each complaint is subject to an initial review and decision as to whether the complaint represents an extraordinary situation and therefore requires escalation to the APC management team.
4. Documented acknowledgement of the complaint / stakeholder concern is sent to the complainant within 5 working days after the receipt of the complaint / stakeholder concern. Complainant/ stakeholder will be noticed about whether the complaint is substantiated or not.
5. In the second week after the complaint received date, formal reply about complaint result and the actions (if necessary) to be taken will be given to the complainant/ stakeholder. However, if further investigation is needed, the reply shall include the explanation of the need the investigation and claim that the progress of investigation will be reported periodically.
6. If a complaint is made against a APC certified client, the client is informed of the complaint and is required to respond APC with actions taken.
7. APC should investigate the complaint / stakeholder concern, take action, and formally close the complaint/ stakeholder concern within 2 months of receipt.
8. The complainant should be updated the handling progress during the investigation period.
9. APC will send documented formal notice of the end of the complaint / stakeholder concern handling process to the complainant. The communication should include a summary of the investigation, actions taken and notification of formal closure of the complaint / stakeholder concern.

*****The End*****