

## Appeals and Complaints Instructions

To ensure a consistent approach in receiving appeals and complaints, the certification body has established the procedure SOP 22-02 Appeals and Complaints and Cert-004 Certification Audit Appeal Form. To begin the appeal and complaint process for any discrepancies with the certification process including registration, inspection, and certification, an auditee can submit their request to [AuditQA@pao-usa.com](mailto:AuditQA@pao-usa.com).

SOP-11-01 R2

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