



# Oxebridge Q006

## Quality Management System Certification Body Accreditation Requirements

Ver. 1.1

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## Revision History

Ver.	Effective Date	Nature of Changes
1.0	15 March 2020	<ul style="list-style-type: none"> <li>Original release.</li> </ul>
1.1	15 April 2020	<ul style="list-style-type: none"> <li>MAJOR REVISION – PLEASE READ ENTIRE DOCUMENT</li> <li>Removed old sections 8.3 and 8.4 as they were redundant with Q003.</li> <li>Updated list of reference documents.</li> <li>Added language re: Remote Auditing Methods.</li> <li>Added details on impact of CB de-accreditation on client organizations.</li> <li>Clarified language on recertification audits.</li> <li>Added significant customer complaint as possible trigger for Special Audit.</li> <li>Added allowance for auditors to have sector scheme Lead Auditor certification, rather than just ISO 9001 Lead Auditor.</li> <li>Significant minor changes throughout.</li> </ul>

## **1.0 Purpose**

This document defines the requirements for Certification Bodies (CBs) to obtain and retain official Oxbridge accreditation for the issuance of Oxbridge Q001 quality management system certifications.

This document aims to ensure the Oxbridge accreditation program complies with ISO 17011:2017.

## **2.0 References**

*Oxbridge Q001 – Quality Management System Requirements*

*Oxbridge Q002 – Quality Management System Certification Audit Minimum Evidence Requirements*

*Oxbridge Q003 – Quality Management System Certification Audit Requirements*

*Oxbridge Q004 – Quality Management System Certification Audit Scoring*

*Oxbridge Q005 – Quality Management System Certification Audit Terms and Definitions*

*Oxbridge Q007 – Quality Management System Certification Audit Minimum Audit Duration*

*Oxbridge Q008 – Quality Management System Certification Audit Report*

*Oxbridge Q009 – Post-Audit Verification Form*

*Oxbridge Q010 - Quality Management System Consultant & Training Body Licensing Requirements*

*Oxbridge Q011 - Quality Management System Auditor Training Program*

*Oxbridge Q012 - Acceptable Use for Q001 Certification Marks and References*

*Oxbridge Q013 - Quality Management System Certification Body Accreditation Contract*

*Oxbridge Q014 - Quality Management System Certification Body Accreditation Fees*

*Oxbridge Q015 - Quality Management System Certification Body Application*

*Oxbridge Q016 - Quality Management System Incident Report Summary*

*Oxbridge Q017 - Quality Management System Certification Audit - Remote Auditing Methods*

## **3.0 Terms and Definitions Specific to this Document**

Refer to Q005.

## 4.0 Accreditation Overview

### 4.1 Explanation of Requirements

Where this standard indicates “shall,” the corresponding requirement is mandatory unless otherwise indicated by the text of the requirement.

Where a requirement indicates “should,” the corresponding requirement is optional as of this revision of this Standard Q006. CBs shall understand that future revisions to this Standard may make such requirements mandatory.

Accreditation by Oxebridge is mandatory for all CBs issuing Q001 certifications. Oxebridge will pursue action, including litigation if warranted, against any unaccredited or self-accredited individuals or bodies issuing Q001 certifications.

Accreditation shall only be obtained by complying with this procedure and the referenced supporting documents.

### 4.2 Accreditation Principles

Accreditation for CBs is based on the following core principles:

- **Impartiality:** the need for CBs to issue certificates in an impartial manner, without undue influence.
- **Competence:** the need for CB auditors and staff to be competent in their roles
- **Responsibility:** the need for the CB to take sole responsibility for their certification activities.
- **Openness:** the need for CBs to be remain open to feedback from client organizations and all other stakeholders, specifically to improve their services over time.
- **Confidentiality:** the need for CBs to keep information confidential.
- **Responsiveness to complaints:** the need for CBs to properly respond to and process complaints, in order to improve their services and the Q001 scheme overall.

CBs shall adopt these principles in their daily work, and shall not take any actions to violate the principles.

## 5.0 Certification Body Organizational Requirements

### 5.1 Legal Structure

The CB shall be a legal entity, or a defined part of a legal entity, registered within its respective geographic region in accordance with all applicable local laws and regulations. This legal structure shall be sufficient so that the CB can be held legally responsible for all its certification activities. A governmental certification body is deemed to be a legal entity on the basis of its governmental status. The CB’s legal status shall be verifiable by Oxebridge or any third party.

In the event where an individual seeks accreditation to act as a CB, the individual shall form a legal business entity in order to support his requirement.

## **5.2 Legal Agreements**

The CB shall ensure the Audit Services Contract (see 6.3 below) is a legally enforceable contract; this contract shall be used for each client for the provision of certification activities in accordance with the relevant requirements of this Standard Q006. In addition, where there are multiple offices of a CB or multiple sites of a client, the certification body shall ensure there is a legally enforceable agreement between the CB granting certification and the client that covers all the sites within the scope of the certification.

The CB shall furthermore have legally enforceable arrangements with its clients that commit its clients to provide on request, access to Oxebridge representatives to assess the CB's performance in carrying out conformity assessment activities at the client's premises.

## **5.3 Technical Capabilities**

The CB shall have and maintain the necessary technical capabilities to communicate with the client organization while maintaining confidentiality, including that related to the client's intellectual property and/or trade secrets.

When using Remote auditing Methods (RAM), this shall include technical capabilities to perform remote audit activities while maintaining confidentiality and security. Q017 provides information on acceptable RAM techniques.

## **5.4 Responsibility for Certification Decisions**

The CB shall be responsible for, and shall retain authority for, its decisions relating to certification, within the defined responsibilities defined by this Standard Q006.

## **5.5 Accreditation Agreement**

The CB shall sign the Accreditation Agreement Q013 with Oxebridge, which shall act as a legally enforceable contract between the CB and Oxebridge, allowing the CB to provide accredited certification auditing services.

## **5.6 Confidentiality**

The CB shall treat as confidential all client information related to the application process, contract, auditing information, audit reports, nonconformities, client organization information, communication between itself and the client and/or Oxebridge.

The CB shall have a legally binding confidentiality or nondisclosure agreement between itself and the client organization. The Accreditation Agreement includes confidentiality and nondisclosure requirements between the CB and Oxebridge; upholding the confidentiality requirements of the Accreditation Agreement is a mandatory requirement for CB accreditation.

The CB shall require any employees, staff, contract personnel or others involved with its certification activities, or with access to certification information, to sign an internal nondisclosure agreement as well. These shall be legally binding contracts between the parties.

The CB shall not publish information about any certified organization's Final Certification Score, nor details of the audit findings or activities. The CB may publish information as defined in section 10.1 below.

When utilizing Remote Auditing Methods, the CB shall ensure the rules for confidentiality are maintained.

## **5.7 Impartiality**

Impartiality is critical for any Q001 certification; the failures of other certification schemes to ensure impartiality is a key reason the Q001 scheme was formed. CBs are thus expected to maintain higher levels of impartiality than under any other scheme.

The CB shall conduct all audit activities, including from the application process through to recertification audits and post-audit activities, with full impartiality. The CB shall allow Oxebridge the right to inspect its audit records and other applicable files in order to verify this impartiality.

A CB shall not issue a certificate if there has been any undue influence; such undue influence includes financial influence (other than payment of certification fees), political influence, pressure from third parties or the client organization, or any other reason.

The CB shall ensure its auditors and staff conduct audits and audit-related activities impartially.

The requirement to follow Q002 on Minimum Audit Evidence Requirements reduces the impact that any consulting may have on the ultimate artifacts (evidence) produced by the client organization. As a result, the risks are lower for Q001 auditors when providing consulting than for those of other schemes such as ISO 9001. A client organization could use consulting services provided by anyone, but will still have to show the required artifacts during the certification audit.

As a result, the rule for conflicts of interest is limited to the following:

The CB shall not issue certification to any client organization when one of its representatives has developed evidence artifacts which may be presented during a certification audit.

For this requirement, “representatives” of the CB shall mean any of the CB’s agents, employees, contractors, subcontractors, partners, parent company representatives or anyone who could gain financial benefit if the CB were to provide such artifacts.

Violation of this rule shall lead to the revocation of the client’s audit report and any associated Final Certification Score, re-auditing of the client organization by an alternate CB at the original CB’s expense, and/or complete de-accreditation of the CB.

Under this model, CBs may provide general training and consulting on Q001 provided they are licensed by Oxebridge to do in accordance with Q010.

## **6.0 Certification Body Accreditation Requirements**

### **6.1 Application**

To obtain accreditation by Oxebridge, the CB shall complete an application form per Q015. The CB shall submit this to Oxebridge for review and pre-approval. The CB shall make payment of the application fee per Q014 at the time of application.

Oxebridge will notify the CB of rejection or pre-approval. The CB shall not advertise itself as accredited while holding pre-approval status, as this does not indicate full accreditation.

## **6.2 Certification Body Qualification**

The CB's senior management shall undergo training by Oxebridge on the minimum requirements for conducting Q001 accredited certification audits. The fee for this training is defined in Q014.

During this training, Oxebridge will ascertain the CB's readiness for conducting audits. This is based solely on the discretion and judgment of Oxebridge, but will consider:

- If the CB has the resources to conduct the necessary audits
- If the CB has the internal procedures necessary to ensure the quality of its services
- If the CB has suitable forms, including audit forms, certificates, etc., to conduct audits in accordance with requirements

## **6.3 Auditor Qualification**

The CB shall then submit the auditor competency records for the staff or individual it intends to put forth as Q001 auditors. These records must show each auditor complies with the requirements in 9.0 below.

For auditors still lacking the Oxebridge Q001 specific training, the CB or auditor shall arrange this training with Oxebridge. The fee for this training is defined in Q014.

## **6.5 Accreditation Decision**

Oxebridge will assess the information provided by the CB to date and the results of training. Oxebridge will then notify the CB if their full accreditation is approved, denied or on hold pending additional actions by the CB.

In the case of accreditation being denied, the application and training fees paid to Oxebridge shall not be reimbursed. CBs who re-apply will not have to pay for new training unless training results were indicated by Oxebridge as a reason for the denial, or if new staff have been hired who require the training.

If the CB is accredited, the first year's annual accreditation fee will be due; the fee for this is defined in Q014. Accreditation cannot be finalized until this fee is paid.

## **6.6 Accreditation Announcement**

Oxebridge will formally publish the accreditation status of newly accredited CBs on its website in the Oxebridge Directory. This shall constitute the formal point at which CBs may begin to conduct audits. Once this publication is made, the CB may announce and market its accreditation status.

Oxebridge will provide the CB with an accreditation certificate for its use.

## **6.7 Accreditation Length**

Accreditation shall remain in force for a period of 3 years from the date of publication on the Oxebridge Directory.



## **6.8 Re-Accreditation**

At least two months before the end of the 3-year accreditation period, the CB shall submit to Oxebridge an application for re-accreditation, using form Q015. The CB shall pay any re-accreditation fees per Q014.

## **6.9 Audits by Oxebridge**

Oxebridge reserves the right to physically audit the facilities, records and documentation related to its Q001 certification audit services in order to ensure ongoing compliance with all requirements and the accreditation principles presented in section 4.2 above. Such audits may be prescheduled or unannounced. Such audits may be performed as a routine check of accreditation or in response to complaints.

Such audits may include physical, on-site audits of the CB and/or witness audits of the CB's activities at its client's sites.

Oxebridge will communicate the need for such audits and negotiate the associated fees; typically, the CB shall be responsible for all fees associated with any such audits by Oxebridge, including a daily rate and travel expenses.

## **6.10 Suspension of Accreditation**

Oxebridge reserves the right to temporarily suspend the accreditation of a CB for violations of the related procedures and/or accreditation principles in section 4.2 above.

Oxebridge will communicate this decision to the CB including an estimated length of suspension. Where corrective actions are required to lift the suspension, Oxebridge will communicate these to the CB. The CB shall properly respond to these issues with suitable corrective action in order to have the suspension lifted.

The CB may continue to market itself as accredited during any suspension. Limits of the CB's activities – such as a freeze on performing audits or issuing certificates – will be determined solely by Oxebridge and communicated to the CB.

## **6.11 Withdrawal of Accreditation**

Oxebridge reserves the right to permanently withdraw the accreditation of a CB for violations of the related procedures and/or accreditation principles in section 4.2 above.

Oxebridge will communicate this decision to the CB.

CBs who have had their Oxebridge accreditation withdrawn may only obtain it again by re-applying with Oxebridge as if they were a new CB.

Prior fees paid to Oxebridge shall not be reimbursed.

Unless Oxebridge rules otherwise, all clients of a de-accredited CB shall retain their certification, but must then pursue recertification with a different CB if the initial CB has not regained accreditation.

## **7.0 Certification Body Pre-Audit Activities**

### **7.1 Client Application**

The CB shall require each client organization to complete an application to include the requirements as defined in Q003. In the event that any information is unclear or incomplete, the CB shall work with the organization to clarify and complete the information before proceeding.

The CB may use its own application form for this, provided it complies with Q003.

### **7.2 Audit Fee Calculation**

The CB shall calculate the fees associated with the audit services to be provided, based on requirements defined in Q003. The CB shall calculate the required audit days per Q007. The CB shall then calculate its audit fee based on its internal pricing model. The audit fee shall include all necessary accreditation fees payable by the organization per Q006 and the contract between the CB and Oxebridge; see Q014.

The CB shall then communicate its intended fees to the organization through a proposal or other means.

### **7.3 Audit Services Contract**

The CB shall then ensure the organization signs the appropriate Audit Services Contract per Q006. This shall include whether or not the organization is selecting the optional audit aspects (Customer Feedback Review and Deep Dive Audit Option).

The CB may use its own Audit Services Contract form provided it fully complies with Q006.

Auditing services shall never be provided without an executed Audit Services Contract in place.

## **8.0 Certification Body Audit Activities**

### **8.1 Audit Team Assignment**

Auditors assigned to conduct audits shall be competent per section 10.1 below.

Auditors may not be assigned to conduct audits if they are currently in violation of the conflict of interest rule provided in 5.6 above.

The CB shall decide the size of the audit team to perform the audit, based on the client organization's size and QMS scope, as well as the minimum audit duration requirements per Q007.

Where a team of more than one auditor is assigned, one auditor shall be assigned by the CB to have the role of Lead Auditor. The Lead Auditor shall be responsible for overall time management of the audit, overseeing the activities of other Auditors on the team, and final completion and submission of all audit report documents and records.

Where a single auditor is assigned to an audit, that auditor shall be his/her own Lead Auditor.

## **8.2 Conducting Audit Activities**

The CB shall then conduct the audit activities in accordance with the specific requirements of Q003.

The CB shall ensure these activities are conducted per the minimum audit duration for each activity in accordance with Q007.

## **8.3 Audit Report Submission to Oxebridge**

Once the CB has ruled on all corrective action plans, it shall update the Audit Report with the results of their rulings, and a recommendation as to whether the client organization should be certified. The CB shall then submit the Audit Report to Oxebridge for a final certification decision.

Oxebridge will process with Audit Report and issue its decision, and the Final Certification Score, in accordance with Q003.

## **8.6 Certification Decision**

Oxebridge retains the final authority to issue the certification decision and announce the Final Certification Score.

For organizations that achieve certification, the results will be published on the Oxebridge Directory website, per Q003.

For organizations that do not achieve certification, the result will be communicated to the CB, who will communicate this to the client organization. For organizations who are not already certified, the decision to deny certification will not be published. For certified organizations undergoing recertification, their entry will be updated to indicate a “withdrawn” status.

The Final Certification Score will not be published, and remain confidential between the organization, the CB and Oxebridge.

The CB shall not announce the score, nor make any statements to the client organization or any third party about the client organization’s certification status until after publication of the result on the Oxebridge Directory or notification of decertification by Oxebridge.

Upon publication of the Final Certification Score, the CB may issue an optional certificate, per the rules of section 11.2 below.

## **8.7 Date of Certification**

The date of publication by Oxebridge of the Final Certification Score on the Oxebridge Directory shall constitute the actual date of certification. It is from this date that the two-year recertification requirement will be calculated. This ensures the client is not penalized while any appeals or other audit activities are underway.

## **9.0 Certification Body Post-Audit Activities**

### **9.1 Recertification**

Client organizations shall undergo re-certification every two years. The CB shall ensure that any re-certification audit is scheduled two years from the date of certification published on the Oxebridge Directory.

In extreme circumstances, such as natural disaster, national emergency, fire or other severe condition, the client organization may request an extension of this two-year period. In such cases, the CB shall document the request and the justification, and submit this to Oxebridge for approval. Oxebridge will provide the CB with a final decision regarding whether the extension will be allowed, and for what length. The CB shall not make this decision on its own.

Recertification audits are performed in the identical manner as initial certification audits, and follow all the same accreditation and audit rules per the various Q documents. The Q001 scheme makes no distinction between initial certification audits and recertification audits.

### **9.2 Special Audits**

In some circumstances, the CB and/or Oxebridge may require the client to undergo a Special Audit in order to retain certification. Such circumstances may include the revelation of a major incident, evidence of client fraud during the prior audit, report of a significant customer complaint, or for any reason determined by Oxebridge.

If the CB decides a Special Audit is necessary, it shall communicate this to Oxebridge for agreement. Special Audits may not be conducted without Oxebridge permission.

The CB and Oxebridge will work together to determine the scope and length of the Special Audit.

The CB shall then communicate the Special Audit requirement to the client organization and arrange scheduling. If the client objects to the Special Audit, the CB shall notify Oxebridge. Oxebridge will decide on a course of action, up to and including decertification.

### **9.3 Change in Final Certification Score**

Based on results of the most recent audit, a client organization's Final Certification Score may change. Oxebridge will update the Oxebridge Directory to include the latest score. The CB has no authority or ability to change the score.

### **9.4 Withdrawing Certification**

If a client organization does not receive a passing score, then the certification will be withdrawn. Oxebridge will change the entry for the organization to "withdrawn" on the Oxebridge Directory. If the client organization later undergoes a new audit and re-achieves their certification, the Directory entry will be updated by Oxebridge accordingly.

The CB shall not withdraw a certification on its own.

If a client organization fails to pay necessary fees to either the CB or Oxebridge, their certification may be withdrawn. CBs shall notify Oxebridge of any circumstance where a certified client organization is overdue for fees, so that a decision may be made regarding withdrawal.

Clients who have their certification withdrawn must re-apply as if new in order to re-establish their certification. There are no temporary suspensions for client organizations under the Q001 scheme.

### **9.5 Ongoing Incident Reporting**

The CB shall require, via contract, that each certified organization to submit form Q016 Incident Report Summary at least every six months as a condition of maintaining certification. This form will require the client organization to report any new incidents and indicate that corrective action is underway.

If an incident is discovered by the CB, Oxebridge or other party which has not been disclosed on a Q016 form, the CB and/or Oxebridge may require a Special Audit be conducted of the client organization to ensure corrective action is underway.

## **10.0 Certification Body Competence Requirements**

### **10.1 Auditor Competence**

The CB shall ensure all Q001 certification auditors have a current ISO 9001 Lead Auditor certification from any of the following sources:

- IRCA
- Exemplar Global
- PECB

Sector scheme auditor certifications, such as those for AS9100 or IATF 16949, may be deemed equivalent if the training was provided by a sector scheme-approved or accredited provider.

Alternatively, Oxebridge may develop a 5-day Lead Q001 Auditor program for those auditors who do not have the required third-party training certifications; as of this version of this procedure, that training program has not been developed.

Each CB auditor shall then be certified under the Oxebridge Q001 Certified Auditor Program as defined in Q011.

CB auditors shall have both these certifications before conducting any Q001 audits.

### **10.2 Other Personnel Competence Requirements**

The CB shall ensure their non-auditor staff are competent to perform their responsibilities. The CB shall provide training as needed to ensure this competence.

## **11.0 Certification Body Information Requirements**

### **11.1 Public Information**

The certification body shall publish, without request, in all the geographical areas in which it operates, information about:

- Its accreditation status
- Policy on impartiality
- Complaints handling procedure

The CB shall ensure that its public information is accurate and not misleading.

### **11.2 Certificates**

While the Oxebridge Directory shall remain the official repository for information on certification, Oxebridge recognizes that client organizations may want or have need for a separate certificate document.

In such cases, the CB may issue a certificate; such certificates shall include the following:

- The name of the certified organization
- The exact Scope Statement as appearing in the organization's QMS documentation
- Addresses of client facilities covered under the certified scope
- The name of the Certification Body
- A unique certificate identification number
- The certification body's official logo
- The official Oxebridge Q001 accreditation mark
- Indication of the Q001 version under which the certification audit was conducted
- Date of expiration (per section 8.7 above)
- Signature of an appropriate CB authority
- Typed name of the appropriate CB authority

### **11.3 Reference to Certification and Use of Marks**

The CB shall ensure that its Audit Services Contracts includes necessary, legally binding requirements to ensure its certified client organizations adhere to the rules defined in Q012 for references to certification and the use of both certification and accreditation marks.

### **11.4 CB Use of Accreditation Marks and Claims of Accreditation**

The CB shall ensure its own use of accreditation marks complies with Q012. Violations of this rule may result in immediate de-accreditation.

The CB shall ensure this in all communications it makes regarding its accreditation, including its marketing or communication media.

The CB shall not make any misleading or unauthorized statement regarding its accreditation.

Upon withdrawal of its accreditation, the CB shall have 30 days to discontinue the use its accreditation mark and of any reference to that accreditation.

The CB shall inform its affected client organizations of the suspension, reduction or withdrawal of its accreditation and the associated consequences without undue delay.

## **12. Appeals & Complaints**

### **12.1 Nonconformity Appeals**

Client organizations have the right to appeal any nonconformity reported by a CB during their audit. The CB shall communicate this right to each of its client organizations during the closing meeting of the on-site audit, per Q003. Optionally, the CB may wish to have a written policy or procedure to give to the client organization which describes the appeal process.

The CB shall then process any nonconformity appeal per the rules defined in Q003.

The CB shall not subject the client organization or any of its representatives to any form of reprisal, whether overt or otherwise, for submitting a nonconformity appeal. Violation of this rule may result in immediate de-accreditation of the CB.

### **12.2 Complaints**

Client organizations have the right to file a complaint against a CB for any action other than a nonconformity appeal. Such complaints must be filed with the CB and not Oxebridge, although Oxebridge may receive a copy if the client organization so chooses. Complaints received directly to Oxebridge will be forwarded to the CB.

The CB shall have a documented complaints-handling procedure and make this available on its website and upon request to any stakeholder, including client organizations. This procedure shall ensure the following:

- a) The CB shall formally record the complaint.
- b) The CB shall formally acknowledge receipt of the complaint with the client organization's representative(s).
- c) The CB shall forward this to an investigative party ("investigator") unrelated to the matter named in the complaint. If the matter was related to an audit incident, the party shall be someone who had no role in any audit activities (whether on-site or off-site.) The CB may utilize independent third parties for this role.
- d) If the investigator discovers the complaint is not related to the CB, he/she shall return the complaint to the client organization with a suitable explanation.
- e) If the investigator cannot substantiate the complaint, he/she shall return the complaint to the client organization with a suitable explanation.
- f) If the investigator substantiates the complaint, he/she shall oversee a study of the problem, including root cause analysis and corrective action plan to resolve the root cause(s).
- g) The CB shall implement the actions necessary, and verify effectiveness.
- h) If the issue will be open for more than 30 days, the CB shall notify the client organization that the issue is being worked. The level of detail in this notification may be left to the CB's discretion.

- i) The CB shall notify the client organization of the actions taken and the closure of the issue. It is acceptable (and recommended) to notify the client organization of any long-term verification actions that may remain open even as the immediate problem is closed.
- j) The level of detail to the client organization shall be sufficient to describe the actions taken, provided that no confidential CB or other client information is disclosed.
- k) The CB shall not use confidentiality as a catch-all rationale for not providing client organization's sufficient information on their complaint.
- l) The CB shall take into consideration any feedback the client organization may have regarding the actions taken to date, and use that information to implement additional actions, or update the corrective action plan.
- m) The CB shall not subject the client organization or any of its representatives to any form of reprisal, whether overt or otherwise, for submitting a complaint. Violation of this rule may result in immediate de-accreditation.

### **12.3 Complaint Escalations to Oxebridge**

Client organizations have the right to file nonconformity appeals as per section 12.1 above. If the issue is not resolved, the client may then file a complaint with the CB, per section 12.2. In cases where the client is still dissatisfied, the client may then escalate the complaint against the CB to Oxebridge.

In such cases, Oxebridge will investigate and issue a ruling on the issue. It shall communicate that ruling to the client organization and the CB involved. Such rulings shall be binding.

### **12.4 Accreditation Disputes**

Oxebridge recognizes that, at times, disputes may arise between itself and its accredited CBs. Such disputes may arise through escalation to Oxebridge of a customer complaint about the CB, or from the CB in response to an Oxebridge ruling the CB wishes to contest.

In all cases, the CB shall provide the dispute to Oxebridge in writing. Oxebridge will respond with acknowledgment within 10 calendar days of receipt. Oxebridge will then work with the CB to resolve the dispute.

If the dispute cannot be resolved between Oxebridge and the CB, an Accreditation Dispute Resolution Committee will be formed. This shall consist of:

- An independent authority nominated by the CB.
- An independent authority nominated by Oxebridge.
- An independent authority co-nominated by both Oxebridge and the CB.

For the co-nominated authority, Oxebridge and the CB shall provide each other a list of potential candidates. Each party shall indicate acceptance or rejection of the suggested candidates. When a candidate receives mutual acceptance by both parties, that person shall be named the co-nominated authority.

Once formed, the Accreditation Dispute Resolution Committee will review the dispute and associated documentation, and perform an investigation. The CB and Oxebridge shall cooperate fully with the Committee. Committee activities shall be confidential between the parties and not released to any third party.



The Accreditation Dispute Resolution Committee will issue its final ruling within 3 months from the date the Committee is formed.

If the dispute is over the de-accreditation of the CB, such de-accreditation will remain in effect during the process. If the Committee's ruling is to re-establish accreditation for the CB, this shall be done and any de-accreditation issued in the interim will be retroactively waived.

The individual authority members of the Accreditation Dispute Resolution Committee shall be legally indemnified by the parties.

The CB and Oxbridge will share equally and costs associated with the use of the authorities.