

## INFORMATION ON FILING A COMPLAINT

PROBITAS AUTHENTICATION is committed to providing its customers with a high level of customer service. If you have suggestions on how we can make improvements, we welcome your input. In addition, if you believe a complaint is warranted, we want to ensure you have the ability to openly communicate to PROBITAS AUTHENTICATION so that we can work together to investigate and hopefully resolve the issue.

### SUBMISSION PROCESS

To begin the process of communicating your complaint, please email the following information to [probitas@sae-itc.org](mailto:probitas@sae-itc.org):

- Your Name
- Your phone number and email address
- Your PROBITAS AUTHENTICATION customer number
- Your OASIS auditor number (if applicable)
- Your auditor scheme and grade (if applicable)
- A detailed description of the complaint

### RESOLUTION PROCESS

The general process for complaint resolution is:

- Your complaint will be logged and we will notify you that your complaint has been received
- Assignment of your complaint will go to the Director (or designee) of PROBITAS AUTHENTICATION for investigation and resolution
- We strive to resolve complaints within 10 business days. If this is not possible, we will communicate an expected timeframe.

Please be assured that your appeal will be kept strictly confidential, will be treated fairly and with impartiality, and will not result in any discriminatory actions against you. If you are dissatisfied with the resolution of your complaint, you may initiate an appeal with PROBITAS AUTHENTICATION.