

Customer Appeal Handling Process



1. Submit Appeals

The complainant submits an appeal through the designated channels.



2. Register Appeals

Officers record the appeals details into the system (VVB Appeals Management) and assign a complaint reference number



3. Review Appeals

The appeals review committee assesses the initial information of the appeal to determine its validity and completeness.



4. Investigate Appeals

The responsible party gathers evidence, reviews facts, and conducts root cause analysis of the complaint.



5. Appeal Resolution

The responsible party takes appropriate actions to resolve the appeal, including corrective actions and preventive measures.



6. Report Appeal Results

The responsible staff prepares a summary report and communicates the results of the appeal.



7. Report to Management

Appeal results are submitted to management for review and system improvement consideration.

Appeal can be submitted via email at: appeal.th@alsglobal.com

Please provide complete information, including the complainant's name, contact number, the name of the organization applying for certification, and detailed information regarding the appeal.