

Complaints and Appeals Procedure

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IRCP Accreditation | Private Malagasy accreditation institution operating internationally

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Document status: Approved institutional policy for public reference. This document describes IRCP's internal framework and does not, by itself, constitute an external accreditation certificate.

Purpose

This procedure provides an accessible, impartial and documented route for submitting, reviewing and closing complaints and appeals concerning IRCP activities, personnel, organizations, assessments, decisions or published information.

Complaint and appeal distinction

Type	Meaning
Complaint	Expression of dissatisfaction about an IRCP activity or service, other than a request to change a certification decision.
Appeal	Formal request to reconsider a certification, recognition, suspension, withdrawal or other decision affecting the appellant.
Information correction	Request to correct an inaccurate public or administrative record.

Procedure

A submission is acknowledged, registered with a case identifier, screened for completeness and assigned to a competent person who was not responsible for the disputed activity whenever practicable. The person raising the matter receives information about the process, expected time frame and any additional evidence required.

The investigation considers the applicable policy or scheme, relevant records, evidence from involved parties and impartiality risks. The outcome is reasoned, approved by the authorized function and communicated to the complainant or appellant.

Confidentiality and protection

Information is shared only with persons who need it for the review. Good-faith complainants and appellants shall not be subject to retaliation. Personal data and evidence are handled under the IRCP confidentiality and information security policy.

Contact and records

Complaints and appeals may be submitted to secretariat@ircp-accreditation.org. IRCP retains the submission, acknowledgement, investigation records, decision, communication and corrective actions for the defined retention period.

Approval and review

This document is approved by the IRCP governing authority and is reviewed at least annually, or whenever a material change affects the organization, its accreditation schemes, its risks or its legal and regulatory context.

Prepared by	IRCP Secretariat
Approved by	IRCP Governing Authority
Next scheduled review	01 September 2027
Official contact	secretariat@ircp-accreditation.org