



DOCUMENT REQUEST FORM – ISO 17020

FORM N° DRF 01 EN - REV.00

1. INTRODUCTION

ACES GLOBAL QUALITY SERVICES assures prompt and full processing of stakeholders' requests including complaints and appeals, in accordance with the applicable ISO 17020 Inspection Regulation.

All the Complaints and Appeals for ISO 17020 Inspections are managed by ACES GLOBAL QUALITY SERVICES according to Proc. MIP07 Rev. 02 – Complaints and Appeals Management for ISO 17020 Inspections.

Moreover ACES GLOBAL QUALITY SERVICES applies its own policies as required by ACES GLOBAL QUALITY SERVICES Quality Manual ISO 17020 - Appendix A.

2. TO FILE A COMPLAINT

ACES GLOBAL QUALITY SERVICES has set a dedicated e-mail account (psi@aces-gqs.com), to manage any eventual complaint or appeal.

Should you want to address a complaint or appeal to ACES GLOBAL QUALITY SERVICES in relation to a service managed under ISO 17020 accreditation please fill in the form this form Form CAF 01 Rev. 02 - Complaint & Appeal Report downloadable from ACES website dedicated page and send it back to (psi@aces-gqs.com)

3. DOCUMENT REQUEST

Should you need to have access to the ACES GLOBAL QUALITY SERVICES quality documents to evaluate an accredited service delivered by ACES GLOBAL QUALITY SERVICES under ISO 17020, even before issuing a complaint/appeal, please fill in this form and send it back to (psi@aces-gqs.com)

Section 1: TO BE COMPLETED BY THE COMPLAINANT / APPELLANT

COMPANY NAME	
COMPANY ADDRESS	
ISSUANCE DATE	
CONTACT PERSON	
TELEPHONE NUMBER	
EMAIL ADDRESS	
INSPECTION REPORT NR. (if available)	

Section 2: REQUIRED DOCUMENTS (TICK THE REQUIRED DOCUMENT BOX FROM THE LIST)

- ISO 17020 Inspection Regulation – Doc. INSP REG 01_Inspection Regulation
- Complaints and Appeals Management for ISO 17020 Inspections – Proc. MIP07
- ACES policies – Quality Manual ISO 17020 Appendix A – Policies

- Please insert the reason to require such documents
- Please insert, if available, any note or any reference to an ACES inspection report/ ACES Job reference managed under ISO17020 accreditation

DATE:

SIGNATURE:

(*) only complete application will be accepted