

Guidance on Complaints and Appeals

At our organization, we place great importance on transparency, fairness, and maintaining trust with our clients in the course of our certification operations. Therefore, we have established a system for submitting complaints and appeals, should there be any uncertainties or concerns regarding our procedures or outcomes. We take all such submissions seriously and will respond appropriately through investigation or review, using the findings to enhance the quality of our certification services.

There are two main categories for submissions. The first is a "Complaint", which refers to feedback regarding our organization's operations or concerns about entities we have certified. For example, this may include dissatisfaction with the conduct of our staff or issues related to the behavior of a certified organization.

The second category is an "Appeal", which is a formal request submitted when an individual disagrees with the outcome of an assessment or seeks a re-evaluation of a decision made by our organization. All submissions must be in written form to ensure accurate understanding and fair handling of the matter.

We recommend that complaints or appeals be submitted within 30 days from the date the issue was identified. When submitting, please include your name and contact information (email address or phone number), the name of the organization involved, a summary of the issue, the date of occurrence, and as many specific details as possible regarding the complaint or appeal.

Submissions can be made via postal mail or by email. For postal submissions, please send them to the following address:

Sakura Quality Management Co., Ltd.

Room.515, Imperial Hotel Main Building, 1-1-1 Uchisaiwai-cho, Chiyoda-ku, 100-0011 Tokyo

For email, please send it to the following email address:

Email: info@sakuraqm.co.jp

Once we receive a complaint, we will first review the content, and if it is deemed valid, we will formally accept it. Upon acceptance, the relevant department will conduct an investigation and take corrective actions or provide explanations as necessary, after which we will contact you with the outcome. If no further response is received from you within 30 days after our reply, we will consider the matter closed.

For appeals, the review will be conducted by a body that is independent of the departments involved in the original decision. This may include external experts to ensure fairness. If necessary, we may temporarily suspend related assessment or certification procedures during the review. The results of the appeal review will be provided to you in writing. Please note

that it is also possible to lodge an appeal with external accreditation bodies or third-party organizations.

Please understand the following: If legal proceedings such as lawsuits or arbitration are already underway regarding the matter, we may refrain from handling it within our internal process.

We value feedback from our clients and stakeholders as vital input for improving our operations and strengthening the credibility of our certification activities. We are committed to sincerely addressing all submissions, so please do not hesitate to contact us with any concerns.