

4.6 Certificates and Use of Logo(s) and Complaints Procedure

- a) Upon successful completion of Initial Assessment IRQS shall issue Certificate(s) of Approval to the organisation detailing the quality Standard(s) to which assessment was made, declaring the scope of supply. Together with the Certificate of Approval, artwork of the logo is issued to the Organisation along with instructions for its use. The Certificate(s) of approval is/are valid for a period of three years from the date of issue subject to satisfactory maintenance of the quality systems through surveillance audits.
- b) Certification under this scheme does not imply certification of the organisation's product or service and does not therefore exempt him from his legal obligations.**
- c) The Certificate(s) of Approval issued to the organisation shall display the relevant Accreditation Logo(s) at his place of work on his premises or in any promotional & / or advertising literature.
- d) The organisation is entitled to display the appropriate Logo(s) on his stationery and any other promotional literature. The organisation will be provided with camera-ready artwork together with relevant instructions covering the reproduction and use of Certificate(s) and Logo(s) which IRQS is obliged to control.
 - The logos shall be reproduced in its entirety, including all "border lines", as specified by IRQS in any reasonable size or colour.
 - They shall be used to promote the approval of the organisation's Management System and not his product(s). The logo shall not be used on any packaging material used for packing the product.
 - They shall not be used in such a manner as to misrepresent the certification awarded such as test reports / certificates issued by the organisation against product /service / testing.
 - The use of IATF logotype as displayed in the certificate issued by IRQS should not be reproduced in isolation elsewhere.
- e) The organisation undertakes to institute a system of registering all complaints received from any source. The corrective action(s) taken and review by Organisation Management of such actions shall be made available for verification. They will inform that the complainant can also write to IRQS.