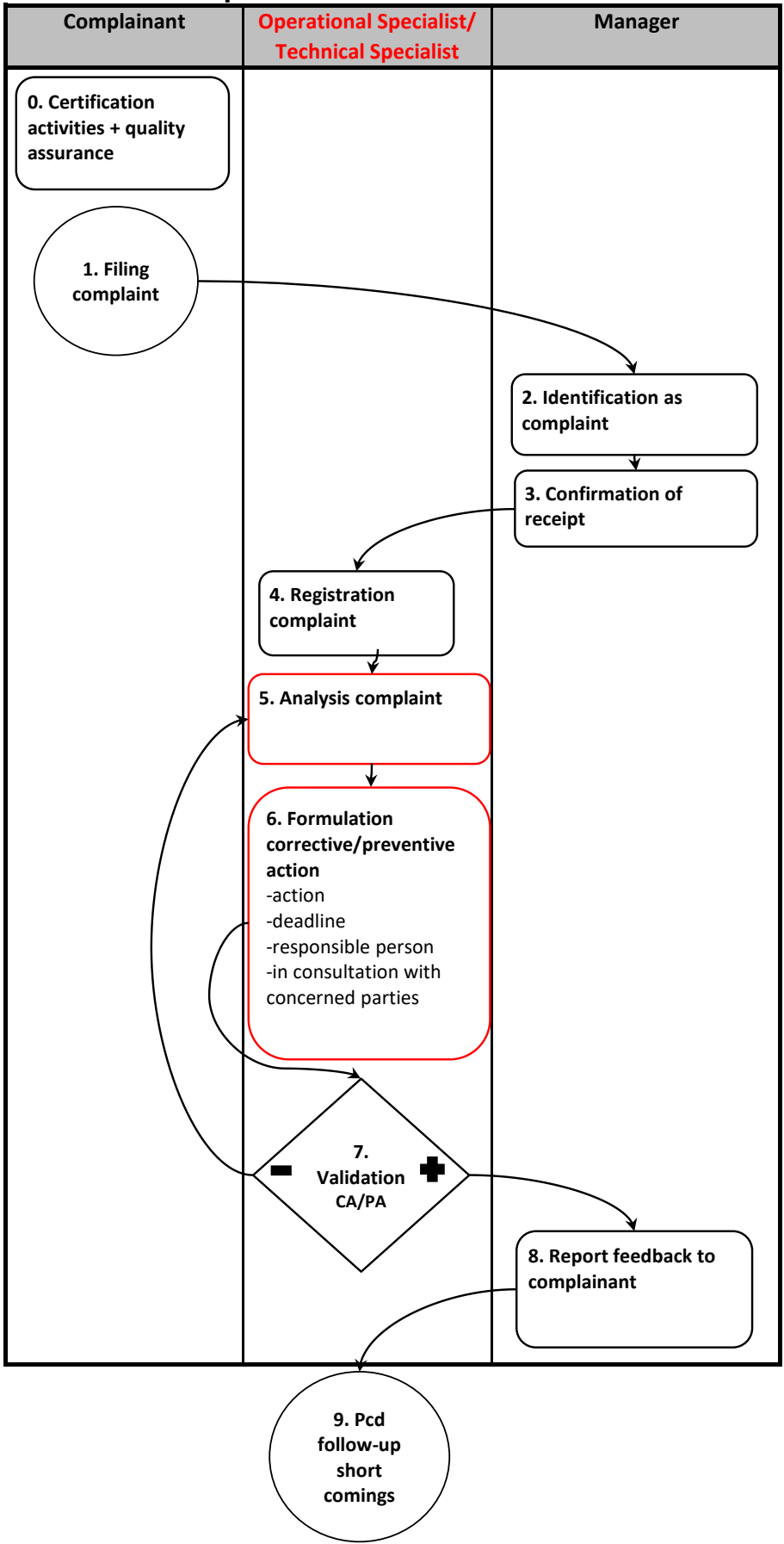


Procedure complaints



In case the complainant remains unsatisfied by the outcome, some certification schemes offer the possibility to address to scheme owner or accreditation body