

# Complaint, Dispute and Appeal Processes

**Acceptance of  
complaints, disputes &  
appeals**

- any clients are not equally accessible to the A6.4 service or that the clients have complaints about the process or result of validation/verification.
- KSA guarantees the freedom of complaints, disputes and appeals officially.

**Review of complaints,  
disputes & appeals**

- (a) Summon the personnel related to the complaints and appeals, and the relevant external persons, and hear their statements.
- (b) Visit or summon the customer or other stakeholder who raised complaints, appeals or consultation and hear of their statements.
- (c) As a result of the above investigation, KSA shall identify the validity of the complaints, disputes and appeals.

**Decision on complaints**

Director of VVC Management  
Center/Complaint, Dispute,  
and Appeal Mediation Committee

**Decision on disputes**

Complaint, Dispute, and Appeal  
Mediation Committee / A6.4 SB

**Decision on appeals**

Complaint, Dispute, and Appeal  
Mediation Committee

In case that complainants are not satisfied with the decision on complaints and its actions KSA hold Appeal Mediation Committee to make another decision on complaints

**Notification of handling  
complaints, disputes  
& appeals**

**Corrective Action for  
KSA's system**