



COMPLAINTS AND APPEALS

MY CO2 Inspection Sdn.Bhd is committed to handling complaints and appeals in a fair, impartial, timely and confidential manner.

SUBMISSION OF COMPLAINTS, APPEALS AND DISPUTES

a) Online submission

Complaints and appeals concerning MY CO2 Inspection Sdn. Bhd.'s inspection activities may be submitted through the online form using the link below or scanning the QR code provided.



Link: <https://tl661dovou.jiandaoyun.com/f/65a4b0989c1861a464425e2a>

b) Contact directory

Alternatively, complaints and appeals may be submitted by email, telephone or postal correspondence through our administrative support office. MY CO2 contact directory link: <https://www.myco2.com.my/myco2-contact.html>

The submission should include, where applicable:

- Company name of the complainant or appellant;
- Name and contact details of the complainant or appellant;
- Description of the complaint or appeal;
- Relevant supporting information or evidence; and
- Reference to the relevant inspection activity or inspection report.



COMPLAINTS AND APPEALS

HANDLING PROCESS

Upon receipt of a complaint or appeal, MY CO2 Inspection Sdn.Bhd will:

- a. Acknowledge receipt of the submission.
- b. Determine whether the complaint or appeal relates to inspection activities for which MY CO2 Inspection Sdn. Bhd. is responsible;
- c. Validate and investigate the complaint or appeal based on relevant information and evidence;
- d. Make or approve a decision on the complaint or appeal;
- e. Communicate the outcome to the complainant or appellant, including progress updates where appropriate;
- f. Record the complaint or appeal and actions taken; and
- g. Take appropriate action where required.

The investigation and decision-making process shall be conducted impartially. The decision communicated to the complainant or appellant shall be made by, or reviewed and approved by, personnel who were not involved in the original inspection activities concerned.

MY CO2 Inspection Sdn. Bhd. is responsible for all decisions relating to the handling of complaints and appeals.

The submission or investigation of a complaint or appeal shall not result in any discriminatory or retaliatory action against the complainant or appellant.

All information obtained during the handling of complaints and appeals shall be treated confidentially, except where disclosure is required by law, accreditation requirements, or authorised by the relevant party.