

RIGHTS AND DUTIES OF CLIENTS

1. RIGHTS OF CLIENTS

1. The client is entitled to receive information related to the services provided by QACA. They can access QACA website which gives necessary information.
2. The client has the right to access the documents published by QACA and the scheme owners.
3. The client has the right to receive information about the scope of accreditation of QACA, validity dates and the accrediting agency/ accreditation board and its contact details. The information is available on QACA website for users of the clients.
4. The client has the right to object to appointment of specific member(s) of inspection/ audit team by giving valid reasons.
5. The client has a right to complain about the services of QACA.
6. The client has the right to appeal against any adverse decision taken against it by QACA in respect of the client's certification.

2. DUTIES AND OBLIGATIONS OF THE CLIENT

1. The client shall offer co-operation to QACA staff, auditors, inspectors or any personnel authorized by QACA during all stages of audit/ inspection/ certification and during investigation of complaint.
2. The client is obliged to provide accurate, current/updated and complete information as required by QACA at the time during initial application, desk top audit/ inspection, on site audit/ inspection, any surveillance of or during subsequent stages audit/ inspection or any additional audit/ inspection conducted to check the compliance for resolution of complaint or appeal.
3. The client is expected to provide access to all facilities/area of the client where clients activities are carried out and other relevant management system documents/records to establish and evaluate the competency, continuing compliance related with relevant standards/ codes/ regulations and provide necessary information, equipment/ devices/ instruments used, how activities are carried out and the personnel involved in the activities.

4. The client is obliged to disclose name of the consultant/advisor at the time of applying for inspection/ certification, wherever engaged.
5. It is recommended that the applicant client should have conducted at least one internal audit (including all activities) and a management review where ever relevant, before the submission of application.
6. The client shall comply with all the requirements of relevant standard / code/ regulation at all times for the scope for which they have been inspected or certified.
7. The client is obliged to fulfill requirements of financial terms, general terms and conditions and terms for maintaining compliance to certification.
8. QACA allows the use of QACA logo for claiming the compliance to the scope for which they have been inspected or certified.
9. The client is required to pay necessary fees as agreed in the contract or as decided by QACA from time to time.
10. An inspected/ certified client shall claim certification only for scope they have demonstrated compliance and have been inspected/ certified and shall not claim for the certification for the scope they have not been able to demonstrate or have not been compliance inspected/ certified.
11. The client is required to inform QACA of any changes that may affect the ability of the client to fulfill requirements of standards/ codes/ regulations within 15 days. Notifiable changes include (but are not limited to): change in legal status, change in ownership, changes in organization, change in top management, change in scope, change in personnel, major change in policies, change in location, additional construction activities carried out, new facilities created out, any major equipment installed, etc. which may affect the compliance.
12. The client shall not bring QACA into disrepute in any manner.