



Complaints and Appeals Process

If you are dissatisfied with any of the products and services provided to you from DEKRA Certification UK Ltd, or wish to appeal against a certification decision, please contact us in writing by either completing the online form here - [Complaint about DEKRA Certification | DEKRA](#) or alternatively email the details directly to – certification.uk@dekra.com highlighting the following details in your email -

Contact Details

- Company name
- Your name
- Role within the company
- Your Email and phone number
- Postcode
- City

Details of complaint

- Product/service/standard
- Description of your complaint/appeal

Upon receipt of the complaint/appeal, you will receive acknowledgment from a member of the UK Certification team. We will ensure that your complaint/appeal is dealt with fairly and promptly, and will keep you informed of progress, through to completion of our investigations.

Depending on the nature of the complaint it may not be always possible to provide exact detail and outcome of the investigation. However, DEKRA will let you know if it has been dealt with and closed successfully after the investigation.

DEKRA Certification UK Ltd welcomes all feedback given and looks forward to making improvements wherever possible to ensure your customer satisfaction.

DEKRA Certification UK Ltd

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