



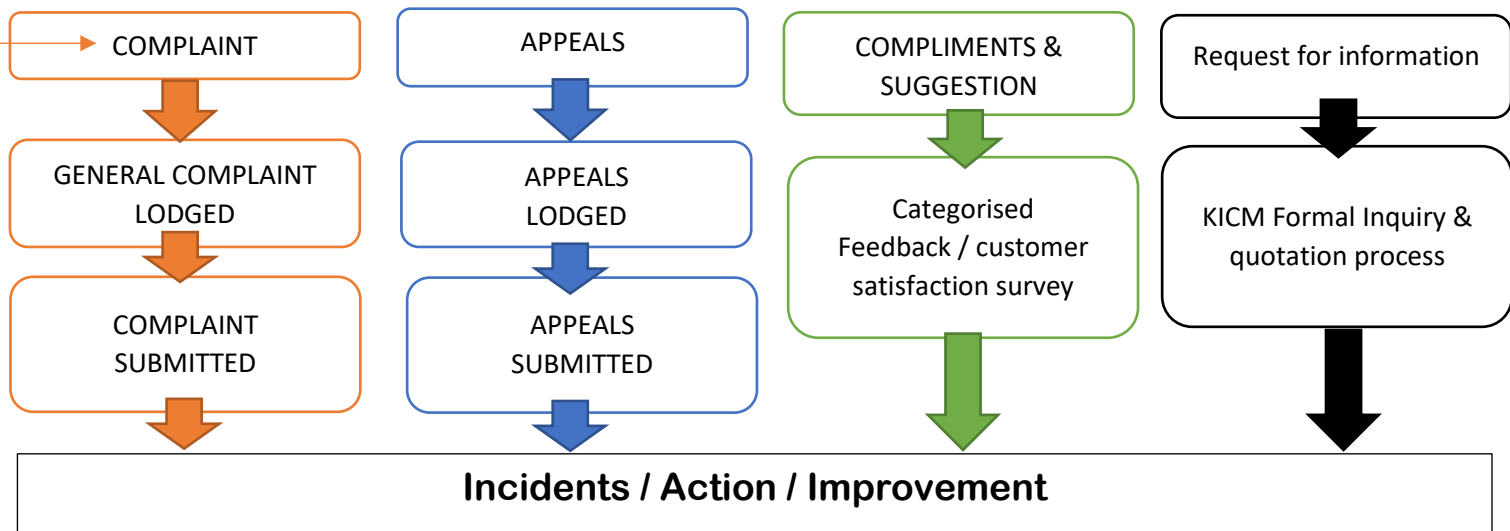
# Request for Information, Complaints, Appeals and Compliments & Suggestion

## Process Flow



You can make via on the Phone in person (walk-in) in writing or electronically

**KIWA INTERNATIONAL CERTIFICATIONS (M) SDN BHD (KICM)**  
 Address : **2A, Jalan Astana 1D, Bandar Bukit Raja 41050 Klang Selangor**  
 Hotline : **1700 81 8739 TEL: +603-3884 7813**  
 Website : [www.kiwacert.com](http://www.kiwacert.com) **KIWA INTERNATIONAL CERTIFICATIONS (M) SDN**



### Incidents / Action / Improvement

