



# Bureau of Assessment Services

Managing Assurance with Confidence

## Certificate of Registration

This is to certify that

### Harley Street Medical Centre

Marina Village, Villa A18, A19, A20, A21 & A22,  
P.O. Box: 41475, Abu Dhabi, United Arab Emirates.

has been assessed by Bureau of Assessment Services and hereby attests that the organization complies with the requirements of Quality Management System - Complaints Management in accordance with

## ISO 10002:2014

### Quality Management - Customer Satisfaction - Guidelines for Complaints Handling in Organization

ISO 10002:2014 provides guidance on the process of complaints handling related to products within an organization, including planning, design, operation, maintenance, and improvement. The complaints-handling process described is suitable for use as one of the processes of an overall quality management system.

The Quality Management System - Complaints Management is Applicable to:

### Medical Centre and One Day Surgery Centre - Consultation, Surgeries, Sleep Study, Inpatient and Outpatient Services.

[EA/NACE: 38/86.21]

Certificate issue date : 25-August-2016  
Certificate valid till : 24-August-2019  
Certificate No : AE-BAS-QCM0004246

Certification Manager  
Bureau of Assessment Services



This certificate is validated through annual surveillance



Further clarification regarding the scope of the certificate and the applicability of ISO 10002:2014 requirements may be obtained by consulting the organization.

This certificate remains valid while the holder maintains the management system in accordance with the standard above, which will be audited by Bureau of Assessment Services through surveillance audits. This certificate remains the property of Bureau of Assessment Services. Lack of fulfillment of conditions as set out in the certification agreement may render this certificate invalid.

Issuing Country: Bureau of Assessment Services LLC, P.O. Box: 116898, Al Karama, Dubai, United Arab Emirates.  
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