



Ministry of
Education, Skills,
Youth & Information

JTEC.GOV.JM



QUALITY MANAGEMENT SYSTEM (QMS)

ISO 9001: 2015 Certified

Customer Rights and Responsibilities Statement

Authority: Commissioner/Chief Executive Director, Office of the Commissioner

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This Statement is aligned with ISO/IEC 17020:2012, ISO/IEC 17024:2012, ISO/IEC 17065:2012

Customer Rights

As a customer of our organization, you are entitled to the following rights:

1. Fair and Equal Treatment

You have the right to be treated equitably, without discrimination or bias, regardless of your background, affiliation, or the outcome of any inspection or certification.

2. Confidentiality and Data Protection

Your personal, organizational, and proprietary information will be kept confidential and used only for the purpose for which it was collected, in accordance with our confidentiality policies and applicable legal requirements.

3. Transparent Information

You have the right to receive clear, accurate, and timely information about the inspection or certification process, requirements, timelines, outcomes, and any changes that may affect your status or compliance.

4. Due Process and Impartiality

You have the right to objective and impartial inspection or certification services, free from commercial, financial, or other undue influence.

5. Right to Appeal and Complain

You may submit appeals or complaints regarding decisions, conduct, or outcomes. These will be handled promptly, fairly, and independently in line with established procedures.

6. Access to Certification and Inspection Criteria

You have the right to understand the criteria, methods, and standards applied in the inspection or certification activities that affect you.

7. Withdrawal and Suspension Clarity

You have the right to be informed of the reasons and procedures for suspension, withdrawal, or reduction of your certification or inspection status.

Customer Responsibilities

As a customer, you have the following responsibilities to ensure the integrity and effectiveness of our services:

1. Provide Accurate and Timely Information

You must supply all required information and documentation that is truthful, complete, and submitted within the specified timeframes.

2. Maintain Compliance

You are responsible for ensuring that your product, process, system, or personal performance continues to meet the applicable standards and certification requirements at all times.

3. Notify of Changes

You must promptly inform us of any changes that may affect your ability to fulfil certification or inspection criteria (e.g., organizational structure, legal status, location, or key personnel).

4. Respect Assessment and Surveillance Requirements

You must cooperate fully with scheduled and unscheduled assessments, surveillance, or follow-up inspections, and provide access to relevant sites, personnel, or records as needed.

5. Proper Use of Certificates and Marks

You are responsible for using any certificates, inspection reports, or certification marks in accordance with guidelines and for avoiding any misleading statements or implications.

6. Compliance with Decisions

You are expected to adhere to all outcomes and decisions arising from inspections or certification processes, including any corrective actions required.

7. Avoid Misrepresentation

You must not misrepresent the scope or status of your certification or inspection results in public communications, advertisements, or documentation.

Concluding Statement

This Rights and Responsibilities Statement reinforces Jamaica Tertiary Education Commission's commitment to **impartiality, transparency, accountability, and service excellence**, as guided by international best practices.

For additional details or to request a copy of our full policies on confidentiality, complaints, or appeals, please contact our office or visit our website at **JTEC.GOVJM**

Revision History

This table documents changes to ensure transparency, traceability, and compliance with quality standards, providing an audit trail for all approved modifications within the Quality Management System (QMS).

Version	Description of changes	Author	Approved by	Revision Date
1.0	Initial Release	Dr. Dameon Black	Dameon Black Executive Director, J-TEC	July 21, 2025