

Main services offered by the Member Area - Clients

Certification and services Division

The **Member Area – Clients** enables RINA clients to use, free of charge, general information services and, in the case of some certification schemes, specific personalised services, such as the data relevant to certification files managed by RINA and the statement of account related to payments.

For more information, you can write to member.area@rina.org.

Information about certification files	Management systems certification -Name of the RINA auditor responsible for planning and organising the audits and other RINA contacts -Facsimile of the certificate of conformity -Site card (summary of audit site activities) -Surveillance audit plan -Statement of account of payments -References of RINA contracts
News	Client can view useful information for his/her activity, as for example the main rule updates related to environment and safety, the latest news from rule-making bodies and accreditation bodies, assistance and incentives for organisations in a particular area, market sector or to obtain a specific type of certification, a selection of the main events and training initiatives of interest and other items.
Documents	RINA documents as for example brochures, presentations, guidelines which can be downloaded are available.
Self-assessment questionnaire	The client can fill in a questionnaire to check the extent to which his/her management system complies with the reference standard and the level of preparation for the audit.
Complaints and suggestions	The client can send in complaints or suggestions by filling in a pre-prepared form.