

How can I provide feedback (negative or positive) about my QSA/ASV?

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Merchants or service providers are encouraged to submit feedback about their QSA/ASV through the feedback form available on our website at https://www.pcisecuritystandards.org/program-listings-overview/give_assessor_feedback/. QSAs and ASVs are contractually obligated to provide feedback forms to all of their clients upon completion of services. These completed forms should be submitted directly to the Council at qsa@pcisecuritystandards.org or asv@pcisecuritystandards.org. The PCI Security Standards Council will consider all feedback regarding QSAs/ASVs and will address issues as needed on an individual basis.

Source: <https://www.pcisecuritystandards.org/faqs/1036/>