



# PROCEDURE MANUAL

PM NO. : 6

## APPEALS

### 1. Purpose :

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The Purpose of this procedure is to describe the steps pertaining to Appeals handling.

### 2. Scope :

Applicable to all types of appeals from all sources.

### 3. Responsibility :

Chair of Impartiality

### 4. Abbreviations :

1. C.O.I. = Chair of Impartiality
2. A.M. = Administration Manager
3. C.E.O. = Chief Executive Officer

### 5. Procedure :

5.1. An appeal from Client may be due to the following : -

- (a) Rejection of an application for Registration,
- (b) Failure to recommend certification,
- (c) Suspension or withdrawal or cancellation of a Registered Certificate,
- (d) Any appeal by a Third Party against a decision to grant Certification,
- (e) Any other matter of contention.

5.2. The A.M. shall receive the appeals and enter details in Appeal Register. He shall forward the Appeal to C.O.I.

5.3. The C.O.I. shall go through the Appeal and validate its genuineness. In case if the appeal is genuine, he shall appoint suitable person / s to investigate the same. He shall also give suitable instructions to the personnel for investigation.

5.4. The C.O.I. shall receive the Investigation Report, formulate appropriate corrections and corrective actions on the appeals. He shall prepare and forward periodical progress reports to A.M. as and when required.

5.5. The A.M. shall communicate the findings of the Appellant as and when required. He shall also give formal notice to the appellant at the end of the appeals handling process.

5.6. A.M. shall record the findings of the Appeals in Appeals Register at regular intervals.

### 6. Reference :

1. ISO 17021 : 2016 Standard

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### 7. Records :

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1. F 4.02 Appeal Register

2. F 4.08 Investigation Report



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