

PROCEDURE FOR APPEALS

CEYCERT (PRIVATE) LIMITED

OBJECTIVE: To ensure the procedure to be followed for receive, evaluate and making decisions with any type of appeals relating to the relevant Management Systems Certification

SCOPE: It is applicable only for appeals pertaining to Ceycert's Management Systems Certification.

RESPONSIBILITY:

Appeals committee: Appeal Committee is responsible for conducting an impartial investigation and giving the judgment on appeal.

Managing Director: is responsible for registering the appeal and co-ordinate the appeals committee and appellant till the judgment is passed within the set time frame.

REFERENCE DOCUMENTED INFORMATION:

1. Appeal Form
2. Corrective action Procedure/ form
3. Terms & Conditions for certifications

PROCEDURE:

1. Any inquiry or request to appeal is received, the standard appeal form shall be sent to the appellant.
2. The personnel involved in handling and deciding complaints are different from those who carried out the original audit or certification decision, ensuring impartiality.
3. Once an appeal is received in the standard appeal form, register the appeal
4. Acknowledge it, if the appeal is within the scope of the Management Systems Certification Scheme.
5. If the appeal is not within the scope, the Managing Director shall reject it and notify the appellant.
6. In case of appeal within the scope, the Managing Director shall forward the appeal form to the Appeals Committee.
7. Appeals committee shall review the appeal details and conduct an impartial appeal review.
8. The appeal committee members shall not be the members of the Management system certification scheme, those who carried out the audits and made the certification decisions and those who have any commercial interest with Ceycert
9. Managing Director shall appoint the appeals committee.
10. With consultation the appeal committee Managing Director shall organize a session giving a minimum of seven working days (07) notice to the applicant.
11. The appellant has the right to state his/her objections to the constitution of the particular appeal committee in writing to Managing Director

12. The session will be held within 30 working days and both appellant and the appeal committee have the right to avail themselves of assistance from witnesses, provided that the names and address of the witnesses have been informed in writing to the appeal committee or to the applicant.
13. The members of the appeal committee shall judge in all fairness and decide on the appeal consensus.
14. The judgment of the appeal committee shall be signed by all members of the appeal committee.
15. The decision to be communicated to the appellant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the appeal.