



Document Title: procedure Manual

Document number: PM015

### **Title: Procedure for Appeal**

**Introduction:** An appeal is the ultimate means by which an Assure Quality Management Certification Services Pvt. Ltd. client or other affected party can request the independent review of an Assure Quality Management Certification Services Pvt. Ltd. decision taken in the process of inspection.

The process may be initiated with regard to any decision made on behalf of Assure Quality Management Certification Services Pvt. Ltd. which cannot be resolved through other channels.

This procedure covers the overall Appeal process and reference is available in client agreement for interested party information.

Purpose: appeal by client or item provider for inspection to the inspection body for reconsideration by that body of a decision it has made relating to that item for judgment if not satisfy with earlier decision

Scope : applicable to AQMCS interested party for appeals

Responsibility:- MR and director

### **Procedure:**

#### **Appeal Handling Process**

The Director of Assure Quality Management Certification Services Pvt. Ltd. is responsible for decision of the appeals handling process those are decided by the independent appeal panel. The persons engaged in the appeals-handling process are independent.

#### **Communication**

The Assure Quality Management Certification Services Pvt. Ltd. Applicant / Registered Clients are notified about the Appeal Procedure through its client agreement during application process and also during closing meeting of the inspection.

#### **Receipt**

Appeal is required to be sent to director in writing citing the clear reason that the Appellant does not agree with which recommendation of the Assure Quality Management Certification Services Pvt. Ltd. inspection personnel or relevant decision.

The director must ensure that he has understood the contents and made a clear note in AA026.



## **Acknowledgement**

The director sends a formal acknowledgement to the Appellant within fifteen working days through e mail to the Appellant.

AA026 is updated upon acknowledgement.

## **Allocation**

AA026 Appeal Progress form is filled with the details.

Director will hear the Appeal himself impartially or may include any other independent person.

AA026 is updated with the allocation.

When Director is not independent to the appeal subject, will forward the Appeal with full details to the nominee. (The nominee can be another Director/independent committee). The Nominee in all the cases will be independent from the subject of appeal.)

## **Action on Appeal**

The nominee contacts (verbal and onsite where needed) the Appellant to:

- walk through the appeal subject, validate and collect the Objective evidences
- discuss and advise of next step and time scale
- investigates the subject (with all people against whom the appeal is raised) and reveal the truth with the Appellant and the subject. Where a visit to Appellant or Subject is required is made to complete the investigation. A written note is used for recording any facts gathered by the Nominee(s).
- Nominee report to independent director in writing to close the appeal within the 90 days period. An extension may be granted by the director only based on circumstantial evidences.

## **Closure**

- The director forwards his final decision to the technical manager for actions.



AQMCS 1172, Sector-11, Panchkula-134109, tri-city-Chandigarh – India, [www.aqmcs.com](http://www.aqmcs.com)

- Technical manager completes AA026 and designates the duty of a person who was not involved in the subject of appeal to communicate the appellant about the final decisions made and writes a formal closure to Appellant including progress report & outcome of the corrections and corrective actions taken on the basis of investigation report submitted by person/committee who was not involves in subject.
- AA026 Appeal Progress form, Nominee(s) investigation facts, director decision Sheet and closure letter are filed in the Appeal file.
- Appeal root cause and corrective action details are recorded with in AA026 and any changes in the documented System of Assure Quality Management Certification Services Pvt. Ltd is thoroughly assessed during Internal Audit and reviewed during Management Review for their effectiveness.

Decision on appeals have not resulted in any discriminatory actions against the appellant.

Ref.:- AA-026 Appeal form