



## IND-EXPO CERTIFICATION LIMITED

Page No. : 01 of 03	<b>PROCEDURE MANUAL</b>	Doc No. : PM-QP-09
Issue No. : 07	<b>APPEALS</b>	Rev. No. : 00
Issue Date : 2024.02.20		Rev. Date : 00

### 1 OBJECTIVE

1.1. To ensure that the appellant receives an independent and unbiased decision for the appeal made against certification and/or inspection

### 2 SCOPE

2.1. This procedure is applicable for appeals made against the decision of certification or inspection

### 3 DEFINITIONS:

- 3.1. **Appeal** : Written communication challenging the decision made under the Integrated Management Systems Certification Scheme
- 3.2. **Appellant** : The client/client organization submitting the appeal
- 3.3. **Appeal Committee** : A Committee set up by the Board of Directors of Ind-Expo Certification Ltd

### 4. RELATED DOCUMENTS

- 4.1. Appeal form : QP-09-F-01
- 4.2. Appeals register : QP-09-R-01
- 4.3. Acknowledgement form : QP-09-F-02
- 4.4. Terms and conditions for certification : IMSC-TCC-01
- 4.5. Terms and conditions for inspection: IMSC-TCC-02
- 4.6. Notification for rejection of appeal : QP-09-F-03

### 5. RESPONSIBILITY:

- 5.1. **Board of Directors** : Setting up the Appeals Committee
- 5.2. **Appeals Committee (AC)** : Conducting an impartial investigation and giving the Judgment on the appeal.
- 5.3. **Director** : Registering the appeal and coordinating with the Appeals Committee until judgment is given

### 6. PROCEDURE

- 6.1. For any inquiry or request to the appeal received, the appeal form QP-09-F-01 shall be sent to the Appellant.
- 6.2. On receiving the appeal it shall be entered in the appeal register QP-09-R-01 and acknowledge receipt of the appeal (QP-09-F-02) and check whether the appeal is within the scope of the IMSM scheme. The appeals received for certification and inspection shall be identified by a unique code number.

Reviewed and approved by;  
Director/CEO

Issued by;  
Management Representative



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- 6.3. If the appeal is not within the scope of certification or inspection, the Director shall reject the appeal and notify the appellant (QP-09-F-03).
- 6.4. If the appeal is found within the scope of certification or inspection, the Director shall submit the appeal to the Board of Directors.
- 6.5. The Board of Directors shall appoint an Appeals Committee comprising of at least three members to review the appeal. The constitution (IMSM-PR-F-01) shall be as follows:
- Chairman
  - Representative from CNCI
  - Representative from NCE
- 6.6. The Appeals Committee shall not comprise of members of the Integrated Management Systems Certification Scheme, inspection scheme or employees of Ind-expo nor have any commercial interest with Ind-expo.
- 6.7. The Board of Directors shall coordinate with the Chairman and members of the Appeals Committee and fix a date, time and a suitable venue and inform the Appellant giving a minimum of seven working days notice, the constitution of the relevant Appeals Committee, together with the date and other details.
- 6.8. The Appellant has the right to state his/her objections to the constitution of the relevant Appeals Committee in writing to the Board of Directors.
- 6.9. The Board of Directors has the right to consider the reasons for objections and to decide whether it should be accepted or not and amend the constitution of the Appeals Committee.
- 6.10. Appeals Committee sessions shall be conducted within 21 working days from then and both Appellant and the Appeals Committee have the right to avail them of assistance from witnesses, provided the names and addresses of the witnesses have been forwarded in writing to the Appeals Committee or to the Appellant.
- 6.11. The judgment shall be signed by all members of the Appeals Committee.
- 6.12. The Appellant shall be informed of the decision in writing within seven days of the date of Judgment by the Board of Directors.
- 6.13. The Board of Directors shall determine the cost of conducting the appeal.
- 6.14. The decision of the Appeals Committee shall be final and conclusive.
- 6.15. All details regarding the appeal shall be maintained in the appeals register.

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6.16. All appeals shall be completed within two months.

6.17. Appeals procedure shall be made publicly available.

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