

## **OP-11 (9.7)**

### **Procedure for handling appeals**

**Purpose:** To make a procedure for handling appeals from the client. **Scope:** all kinds of appeal that comes under the scope of FSMS/FSSC. **Responsibility:** DIRECTOR, Executive Quality Assurance

**Procedure:**

OneCert International private limited has an appeal-handling process to enable its clients to appeal against the decision which does not result into acceptable resolution or where the proposed procedure is unacceptable to the appellant or other parties involved.

This appeals-handling process shall provide for an independent and impartial appeal process. Any client can submit an appeal against the decisions taken by OneCert international private limited.

The appeal is only received through written or printed format.

OneCert international private limited provides an option for the appellant to access its appeal-handling process through website or printed media.

It is also made sure that the personnel involved in the appeals-handling process are different from those who carried out the audits and made the certification decisions thereby maintaining its policy of impartiality.

OneCert international private limited will not take any discriminatory actions against the appellant for submitting the appeal.

The procedure for appeal is as follows:

1. Client subject to the regulations who believe that they are adversely affected by a noncompliance or certification decision may appeal such decision to DIRECTOR OneCert international private limited or the Managing Director OneCert international private limited. In case if the DIRECTOR OneCert international private limited is involved in the certification decision of the organization which is appealing, then he will give the responsibility for handling appeal to the Quality Assurance Department. If still the person making the appeal didn't satisfy then he/she can also appeal to the Director QCI (NABCB).

2. All written communications between parties involved in appeal proceedings must be sent to the recipient's place of business by a delivery service which provides dated return receipts.
3. A client can appeal within 30 days of receiving the decision letter from OneCert international private limited, or within the time frame specified in that letter—whichever is later. Unless the appeal is timely, the decision to deny, revoke, or suspend the client's certification will become final.
4. OneCert international private limited informs the certified client in writing of the suspension or withdrawal and the reasons for the suspension or withdrawal. The certified client will have the right to appeal to the OneCert international private limited. No certification will be suspended or withdrawn unless OneCert international private limited has:
  - e) Served at least three weeks' written notice to the certified client, from the date of notification, stating the grounds for the suspension or withdrawal; and
  - f) Considered any written appeal from the certified client received during these two weeks.
  - g) If no respond in this time period, then a next written notice of 2 weeks is issued to the certified client, from the date of notification.
  - h) A last notice of 1 week is issued if the client does not respond to the previous notices.
5. Client must include the following information in their appeal:
  - a. A copy of the decision they are appealing; and
  - b. A statement of their reasons for believing that the decision was not proper or did not follow the required standards
  - c. OneCert international private limited will keep a record of all appeals, take appropriate follow up actions, and document the action taken.
  - d. Appeals may be made to the OneCert international private limited DIRECTOR.
  - e. If the DIRECTOR was involved in the decisions being appealed, the Managing Director will handle the appeal.
6. When a written appeal has been received, the OneCert international private limited will convene an appeal meeting chaired by DIRECTOR, OneCert International private limited and comprising of members not involved in the evaluation of the certified Client to consider the explanations given, and if the certified client so wishes, will provide an opportunity for the certified client body to be heard as soon as possible. Appropriate technical experts may be co- opted to assist in hearing the appeal, where necessary.

7. The corrective actions taken by the client will also be verified for their effectiveness.
8. If no appeal has been received by the OneCert international private limited against the notice of suspension or withdrawal, or if in the opinion of the OneCert international private limited the explanations submitted are not satisfactory, OneCert international private limited will, on the expiry of the notice, suspend or withdraw the certification and inform the certification body in writing.
9. All appeals will be maintained in a way that will allow tracking and recording; it will also include actions undertaken to resolve them.
10. If during investigation it is found that there is some gap in OneCert international private Limited's system while decision making regarding client's management system then an appropriate & timely correction & corrective action will be taken & it will be ensured for its appropriateness by Quality Assurance department or a person appointed by it.
11. Notes from OneCert International Private limited:
  - OneCert international private limited will acknowledge receipt of the appeals and will provide the appellant with progress reports and the outcome.
  - The decision to be communicated to the appellant will be made by or reviewed and approved by individual(s) not previously involved in the subject of the appeals.
  - OneCert international private limited will give formal notice to the appellant of the end of the appeals handling

A description of the appeals handling process is publicly accessible (On *website [www.OneCertinternational.com](http://www.OneCertinternational.com)*)

**Record:** OCIF/9.7\_F20