

### Purpose

1. This procedure controls receiving, evaluation and making decisions about appeals on certification. This could be a single non-conformance or other issue that a client brings to the attention of iAssessor Ltd. The purpose of the procedure is to ensure appeals are addressed within 30 days of being received.

### Responsibilities

2. The Managing Director has overall responsibility for decisions regarding appeals and the appeals process.

### Public accessible Information

3. A description of the appeals process is available in the Conditions and Rules of iAssessor Ltd Certification.

### Appeals Process

4. Persons engaged in the appeals-handling process are different from those who carried out the audits and made the certification decision.
5. Submission, investigation and decision on appeals do not result in discriminatory actions against those making the appeal.

### Receiving an Appeal

6. Once an Appeal is received from a client verbally, by email or letter complete:
  - Record the appeal on an **Appeals Record Form 5.1**;
  - An outline of the process for receiving, validating and investigating the appeal and deciding what actions are to be taken in response to it, taking into account the results of previous similar appeals is forwarded to the client;
  - The Appeals Record Form is the main method for tracking and recording appeals, including information gathered and actions undertaken to resolve them;
  - Ensuring that any appropriate correction and corrective action are taken.
7. iAssessor Ltd acknowledges receipt of the appeal with a letter. The acknowledgement letter is posted within five days of receiving the appeal.
8. iAssessor Ltd gathers and verifies all necessary information to validate the appeal.

9. The appellant is provided with progress reports and the outcome of the appeal.

### **Evaluation**

10. A review and approval of the actions to address the Appeal is made by an individual not previously involved in the subject of the appeal.
11. The aim is to use the information collected during the audit and any additional information supplied by the client to resolve the issue.

### **Making Decisions**

12. The decision regarding the appeal is communicated to the appellant. iAssessor Ltd will give formal notice to the appellant in the form of a letter at the end of the appeals-handling process. The letter to be forwarded no less than one week from the point upon the decision being made about the appeal.
13. A summary of Appeals is held on the Appeals Record Spreadsheet. The summary provides a record so trends may be identified and lessons learnt retained.

### **Related Documents**

- Rules and Conditions of iAssessor Ltd Certification
- Appeal Record Form 5.1
- Appeal Record Spreadsheet