

Procedure 13

Appeal Handling

Issue No.: 00
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Prepared by <i>Certification Manager</i>	Approved By <i>Director</i>
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Appeal Handling

Purpose

To appeal against the decision of MSCERT at any stages of auditing and certification.

Scope

This applies to the UAS product certification scheme.

Responsibility

The Governing Board will intervene and resolve the issues.

Procedure

To appeal, the client should call MS CERTIFICATION SERVICES and provide grounds for appeal. The appeal may be sent to CB in writing through letters or email. This appeal is entered on the Form F39 Record of Appeal. MS CERT acknowledges the receipt of the appeal and provides the appellant with progress reports and the outcome.

The responsibility for deciding on appeals is vested with the Head of Certification, however where Head of certification is engaged in any certification process it may refer to Managing director.

Cases where Head of certification and managing Director both are engaged in certification process (if any), MD can designate a special board Further consist with at least with three members from the governing board.

MS CERTIFICATION SERVICES shall also investigate the grounds for appeal. The review shall be done on Form Prc.F41 and it is being forwarded to the management of MS Certification Services.

The management of MS CERTIFICATION SERVICES will form an independent group to hear the appeal. Depending upon the circumstances the client may be requested to appear in person.

Whatever the situation it is the duty of the Governing Board to hold an independent, impartial and factual hearing.

The management will form a binding and final conclusion.

MS Cert against receiving the appeal, appoint an independent team or individual for gathering and verifying all necessary information to validate the appeal.

Final conclusion shall be recorded and also intimated to the client through formal notice. to the appellant at the end of the appeals-handling process.

The conclusion forwarded to the client related to the appeal shall be made by or reviewed by and approved by individual not previously involved in the subject of the appeal.

MS CERT ensures tracking and recording of appeals, including actions undertaken to resolve them including the appropriate correction and corrective action also.

It also ensures that submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant. These cases are reviewed by the impartiality committee members periodically.

REFERENCE RECORDS:

Record Ref.	Name of Record	Retention
Prc.F39	Record of Appeal	6 Years
Prc.F41	Review of Appeal	6 Years

End of Procedure