

MTIC INTERCERT INDIA PRIVATE LIMITED

PROCEDURE – 13 ***ISSUE- 06***

APPEALS AGAINST THE CERTIFICATION BODY

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ORIGINATOR: SR. GM CERTIFICATION	CHECKED ON BEHALF OF THE GOVERNING BOARD SR. GM CERTIFICATION	APPROVED BY: MANAGING DIRECTOR
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1. Purpose

To define the manner in which appeals and complaints against the certification body are recorded and processed.

2. Scope

All appeals and complaints received by the certification body, related to its recognised activities and certificated customers.

3. References

NABCB Criteria BCB 203, ISO 17021 Clause 9.7 Appeals and Complaints
& AS 9104/1 Clauses 8.5b & 10.3e.

4. Definitions

None

5. PROCEDURE FOR HANDLING APPEALS:

An Appellant/ applicant, a certified company or any interested party may appeal against a decision of MTIC INTERCERT INDIA PRIVATE LIMITED. The matter is referred to the Scheme Manager / IC members whose decision is final. This Procedure is also publicly available on MTIC INTERCERT INDIA PRIVATE LIMITED website www.mtic-group.in

ADMINISTRATION OF APPEALS:

In the event of an Appellant/ applicant, Certified Company or any interested party, wishing to contest any decision of MTIC INTERCERT INDIA PRIVATE LIMITED, he shall, within 14 days after having been officially informed of such a decision, give notice in writing to MTIC INTERCERT INDIA PRIVATE LIMITED of his/her desire to appeal against the decision. The receipt of the appeal is acknowledged by MTIC MD / MTIC Scheme Manager and the applicant is informed of the progress made and the outcome. MTIC INTERCERT INDIA PRIVATE LIMITED is responsible for all decisions at all levels of the appeals-handling process.

Tracking and recording appeals, including actions undertaken to resolve them ensuring that any appropriate correction and corrective action are taken are done by MTIC MD/ MTIC Scheme Manager in MTIC INTERCERT INDIA PRIVATE LIMITED format no. FMP 13_01 and presented in front of Appeal panel.

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On receipt of such an appeal, the MD along with the Impartial Committee review, the details of the appeal received. They will constitute the appeal panel. The appellant will have the right to object against the inclusion of any person in the Appeals Panel. All members chosen to form the Appeals Panel shall not have been previously involved in the decision appealed against. MTIC INTERCERT INDIA PRIVATE LIMITED also ensures that the persons engaged in the appeals-handling process are different from those who carried out the audits and made the certification decisions

The meeting of the Appeal Panel shall be held within 30 days of the receipt of notification from the appellant and the appellant will be provided with at least 7 clear days of written notice of the time and place of the Appeals Panel Meeting. Prior to the meeting of the Appeals Panel the existing decision of MTIC INTERCERT INDIA PRIVATE LIMITED is to remain in force.

At the Appeals Panel meeting of both the appellant and the appropriate representative from MTIC INTERCER INDIA PRIVATE LIMITED shall be entitled to be heard in confidence and majority decision of the Appeals Panel shall be final. While taking decision the results of previous similar appeals are taken into account

The MD shall ensure that the appellant is advised in writing of the decision of the Appeals Panel within 7 days of the decision. The MD shall record details of the appeal in the Register of Appeals and implement the decision of the appeals panel, as required.

On conclusion of the appeal, the MD will also review the grounds of appeal and evaluate if any possible improvements to MTIC INTERCERT INDIA PRIVATE LIMITED's control systems are required. A description of the appeals handling process is available on MTIC INTERCERT INDIA PRIVATE LIMITED website to make it publically accessible.

MTIC INTERCERT INDIA PRIVATE LIMITED ensures through Appeal Panel that the decision to be communicated to the appellant made by, or reviewed and approved by, individual(s) not previously involved in the subject of the appeal.

The MD shall ensure that the submission, investigation and decision on Appeals shall not result in any discriminatory actions against the appellant that any appropriate correction and corrective action are taken. MTIC shall give formal notice to the appellant at the end of the appeals handling process.

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6 Quality Records

Quality Record Number	Quality Record Title:	Type of File	Retention Time
Form P13/01	Appeals Register	Operations	6 years
Form P13/02	Appeals record	Operations	6 years