

# APPEALS

AN “APPEAL” IS A DISAGREEMENT WITH THE DECISION OF SSQA ON THE RELEVANT MANAGEMENT SYSTEM THE APPLICANT ORGANIZATION UNDERWENT AN AUDIT FOR.

APPEALS FROM ORGANIZATIONS OTHER THAN CERTIFIED ORGANIZATIONS OR APPLICANTS ARE NOT ACCEPTED.

## ACKNOWLEDGEMENT

APPEALS MUST BE MADE IN WRITING WITHIN 45 DAYS FROM WHEN THE REASON AROSE. AN INVESTIGATION WILL BE HELD AND VALIDATE THE SUBJECT OF THE APPEAL AND DECIDE THE ACCEPTANCE OF IT. SAID INVESTIGATION SHALL BE MADE BY INDIVIDUALS NOT INVOLVED IN THE AUDIT OR THE DECISION MAKING FOR THE CERTIFICATION. THE APPELLANT SHALL BE INFORMED OF ANY DECISION THAT COMES FROM THE INVESTIGATION REGARDING THE VALIDITY OF THE APPEAL.

## INVESTIGATION

AN ACCEPTED APPEAL SUMMONS THE COMMITTEE TO DELIBERATE ON THE CONTENT AND ACTIONS TO BE TAKEN. THE APPELLANT MAY BE INVITED TO EXPLAIN THEIR REASON FOR THE APPEAL AT THE MEETING OF THE COMMITTEE.

## DECISION

RESULTS OF DELIBERATION SHALL BE COMMUNICATED TO THE APPELLANT. WHEN AN AGREEMENT IS HAD, THEY SHALL BE INFORMED THAT THIS IS WHERE THE APPEAL PROCESS END.

## RE-EXAMINATION

WHERE AN APPELLANT DOES NOT AGREE WITH THE RESULTS, THEY MAY MAKE A REQUEST TO RE-OPEN DELIBERATION AND SHOULD BE DONE SO WITHIN 30 DAYS OF RECEIPT OF SAID REQUEST.

## CONVOCATION AND DELIBERATION OF THE APPEAL COMMITTEE

THE EXECOM WILL BE CALLED ON IN THE INSTANCE THAT AN APPELANT DISAGREES WITH THE DECISION OF RE-EXAMINATION. THE COMMITTEE SHALL CONSIST OF NEUTRAL PERSONNEL WHO WILL DELIBERATE ON ABUSE OF DISCRETION, ARBITRARINESS, DISCRIMINATION, IMPROPER MOTIVATION, OR VIOLATION OR PROCEDURE.

## CORRECTION AND CORRECTIVE ACTION

WHERE AN APPEAL IS FOUND TO BE VALID AFTER A DELIBERATION BY THE COMMITTEE, THE CLIENT SHALL BE INVOLVED IN THE CORRESPONDENCE OF THE PROCESS AND EVENTUAL CLOSURE. IT SHALL BE TREATED WITH THE SAME GRAVITY AS NON-CONFORMITIES AND MUST BE CLOSED IN A 90-DAY PERIOD OR SHORTER DEPENDING ON THE TIMELINE OF THE CLIENT'S CERTIFICATION CYCLE.



# COMPLAINTS

**GENERAL IN NATURE, HOWEVER, COMPLAINTS FILED ANONYMOUSLY OR WITHOUT CLEAR CONTACT INFORMATION WILL NOT BE RESPONDED TO.**

## **ACKNOWLEDGEMENT**

COMPLAINTS MUST BE MADE IN WRITING WITHIN 45 DAYS FROM WHEN THE REASON AROSE. AN INVESTIGATION WILL BE HELD AND VALIDATE ITS RELEVANCE TO OUR CERTIFICATION ACTIVITIES AND THE SCOPE FOR WHICH SSQA IS RESPONSIBLE FOR. SAID INVESTIGATION SHALL BE MADE BY INDIVIDUALS NOT INVOLVED IN THE AUDIT OR THE DECISION MAKING FOR THE CERTIFICATION. THE COMPLAINANT SHALL BE INFORMED OF ANY DECISION THAT COMES FROM THE INVESTIGATION REGARDING THE VALIDITY OF THE APPEAL.

## **INVESTIGATION**

AN ACCEPTED COMPLAINT CALLS FOR AN IMPARTIAL INDIVIDUAL (NOT RELATED TO OR INVOLVED WITH THE COMPLAINANT OR THE COMPLAINED) TO INVESTIGATE AND VALIDATE THE SUBJECT OF COMPLAINT. REFERENCE SHALL BE MADE TO COMPLAINANT AND ORGANIZATION FOR COLLECTING AND VERIFYING NECESSARY INFORMATION.

## **DECISION**

RESULTS OF SHALL BE COMMUNICATED TO THE COMPLAINANT. WHEN AN AGREEMENT IS HAD, THEY SHALL BE INFORMED THAT THIS IS THE END OF THE COMPLAINT-HANDLING PROCESS.

## **RE-EXAMINATION**

WHERE A COMPLAINANT DOES NOT AGREE WITH THE RESULTS, THEY MAY MAKE A REQUEST TO CONDUCT ANOTHER INVESTIGATION AND SHOULD BE DONE SO WITHIN 30 DAYS OF RECEIPT OF SAID REQUEST.

## **CONVOCATION AND DELIBERATION OF THE APPEAL COMMITTEE**

THE EXECOM WILL BE CALLED ON IN THE INSTANCE THAT THE COMPLAINANT DISAGREES WITH THE DECISION OF RE-EXAMINATION. THE COMMITTEE SHALL CONSIST OF NEUTRAL PERSONNEL.

## **CORRECTION AND CORRECTIVE ACTION**

WHERE A COMPLAINT IS FOUND TO BE VALID AFTER A DELIBERATION BY THE APPEAL COMMITTEE, THE CLIENT SHALL BE INVOLVED IN THE CORRESPONDENCE OF THE PROCESS AND EVENTUAL CLOSURE OF SAID COMPLAINT. IT SHALL BE TREATED WITH THE SAME GRAVITY AS NON-CONFORMITIES AND MUST BE CLOSED IN A 90-DAY PERIOD OR SHORTER.

