

TITLE: APPEALS

1. INTRODUCTION

This procedure is defined for the Management Systems, Product Certification 17065 and various schemes pertaining to 17020.

An appeal is the ultimate means by which a BSCIC client or other affected party can request the independent review of a BSCIC decision taken in the process of certification/registration. In addition the Complaint against the Chief Executive shall be dealt as per this procedure.

The process may be initiated with regard to any decision made on behalf of BSCIC which cannot be resolved through other channels.

This procedure covers the overall Appeal procedure and reference must be made to the full Contract Terms and Scheme for Registration (B018 of current version) in all cases.

2 Appeal Handling Process

The Chief Executive of BSCIC is responsible for all decisions at all levels of the appeals-handling process those are decided by the independent appeal panel. The persons engaged in the appeals-handling process are different from those who carried out the audits and made the certification decisions.

2.1 Communication

The BSCIC Applicant / Registered Clients are notified about the Appeal Procedure through its B018 during application process and also during closing meeting of the assessment.

2.2 Receipt

2.2.1 Appeal is required to be sent to Chief Executive in writing citing the clear reason that the Appellant does not agree with which Recommendation of the BSCIC Assessment personnel or relevant Certification decision.

2.2.2 The CE must ensure that he has understood the contents and made a clear note in B057.

2.3 Acknowledgement

2.3.1 The Chief Executive sends a formal acknowledgement to the Appellant within two working days. GMQ does the backup if CE is away, in case if GMQ was not the assessor or B14 Reviewer in that case. Else CE does through e mail to the Appellant.

B057 is updated upon acknowledgement.

2.4 Allocation

2.4.1 Form B057 Appeal Progress Register is Filled with the details.

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2.4.2 Chief Executive will hear the Appeal himself and may include any other independent person who can be any other Assessor or Technical Expert or an Advisory member. B057 is updated with the allocation.

2.4.3 When Chief Executive is not independent to the appeal subject, will forward the Appeal with full details to the nominee. (The nominee can be GMQ). The Nominee in all the cases will be independent from the subject of Appeal.)

2.4.4 When CE & GMQ are not independent to the appeal subject, CE will forward the Appeal with full details in B057 + written Appeal document to the Advisory Committee Chairperson. In such case CE & GMQ will act as BSCIC secretariat to the Chairperson to facilitate him to appoint the nominee. (The nominee can be an Assessor or Technical Expert or any other Advisory Member or where decided by the chairperson an Appeal Panel may be formed). The Nominee(s) in all the cases will be independent from the subject of Appeal.)

B057 will be updated with all allocations.

2.5 Actioning Appeal

The nominee contacts (verbal and onsite where needed) the Appellant to:

- walk through the appeal subject, validate and collect the Objective evidences. **All the necessary information is gathered and verified to validate the appeal.**
- discuss and advise of next step and time scale
- investigates the subject (with all people against whom the appeal is raised) and reveal the truth with the Appellant and the subject. Where a visit to Appellant or Subject is required is made to complete the investigation. A written note is used for recording any facts gathered by the Nominee(s).
- nominee to report to Chairperson of Advisory Committee in writing to close the appeal within the 30 days period. An extension may be granted by the Chairperson only based on circumstantial evidences.

2.6 Closure

- The Chairperson invites CE and forward his final decision to the Chief Executive for Actions .
- Chief Executive completes B057 with the final decisions made and writes a formal closure to Appellant including how the corrections and corrective actions and demonstrating improvement in future.
- B057 Appeal Progress Register, Nominee(s) investigation facts, Chairperson's Decision Sheet and closure letter are filed in the Appeal file.
- Appeal root cause and corrective action details are recorded with in B057 and any changes in the Documented System of BSCIC is thoroughly assessed during Internal Audit and reviewed during Management Review for their effectiveness.

Finally CE will update the Progress on these issues to Chairperson through annual Advisory Committee Meetings including the BSCIC approach that Submission, investigation and decision on appeals have not resulted in any discriminatory actions against the appellant.