

# APPEALS

## 1.0 PURPOSE

1.1 To outline the procedure for appeal an AQA-India decision.

## 2.0 SCOPE

2.1 Applies to all AQA-India registered clients / Interested Parties (Appellant).

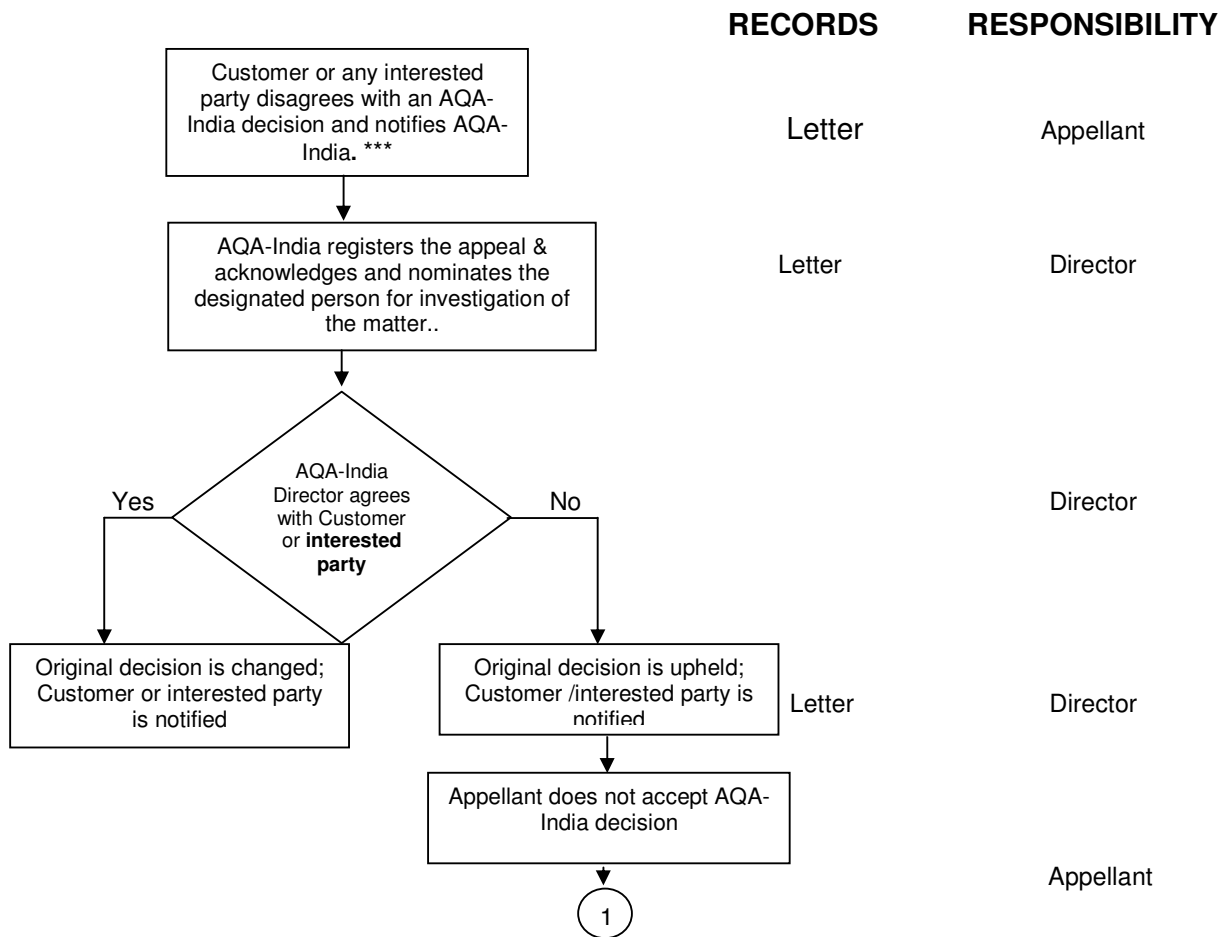
## 3.0 PROCEDURE

AQA India shall be responsible for all the decisions at all levels of the appeals handling process. AQA India shall ensure that the persons engaged in appeals handling process are different from those who carried out the audits and made the certification decisions.

Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant.

Director AQA India decides what actions to be taken as a result of the appeal ending process taking into account the results of previous similar appeals.

AQA India maintains record for tracking and recording appeals including actions undertaken to resolve them including appropriate correction and corrective action taken.



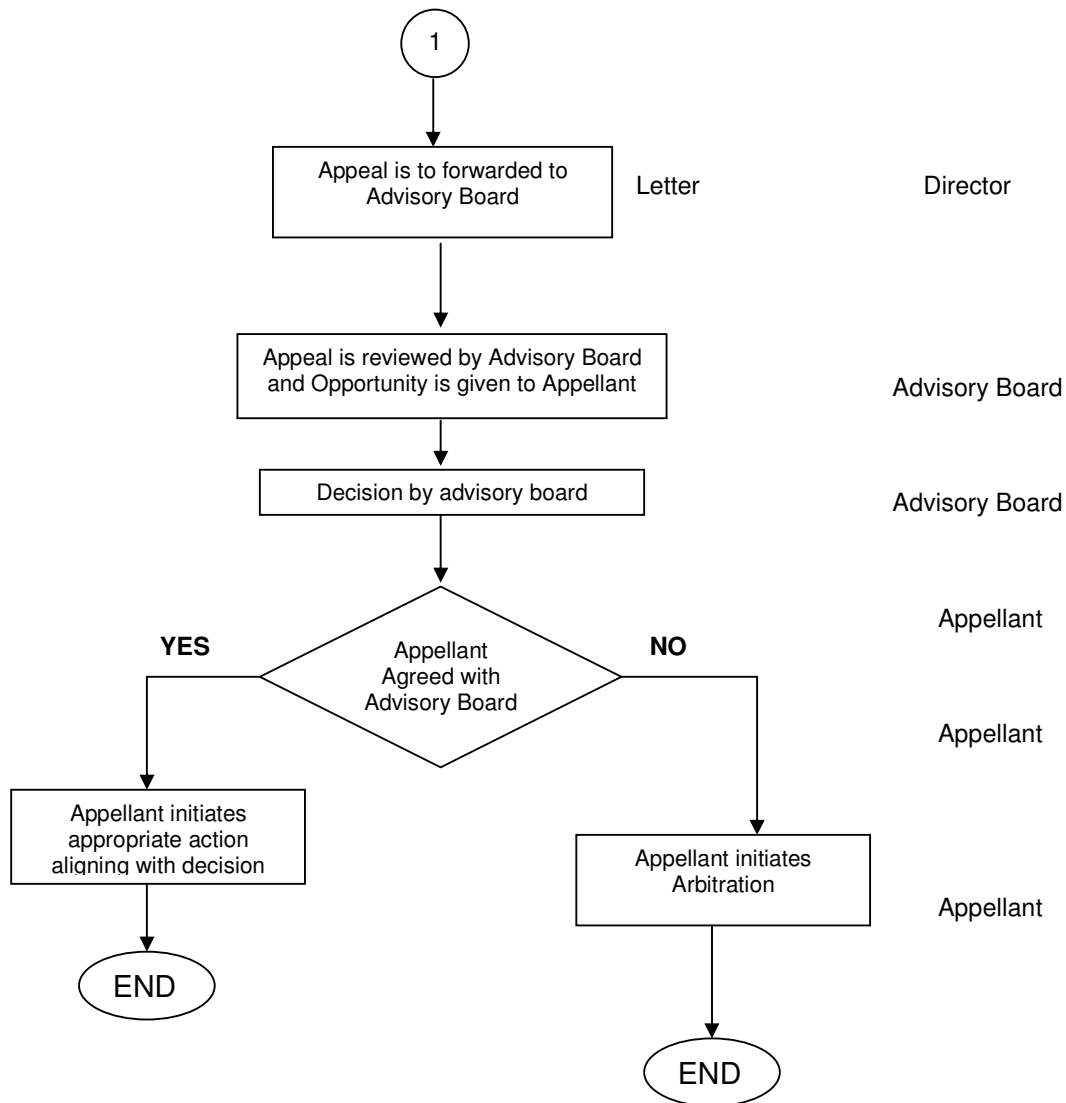
\*\*\* Decisions may include selection of audit team members, audit observations Vis grant of non-conformance/s, decisions on registration, probation and withdrawal of certificate. The notification from the appellant should accompany reasons/justification for disagreement.



# APPEALS

## RECORDS

## RESPONSIBILITY



Note 1: The persons engaged in the appeals handling process are different from those who carried out the audits and made the certification decisions.

Note 2: Appellant shall be provided with status of the progress and the outcome.

Note 3: The appellant shall be communicated by the designated person who is not involved previously in the subject of the appeal.

Note 4: If the appellant does not accept the decision of Advisory Board, then he is at liberty at his own expense to initiate arbitration.

Note 5: MR takes appropriate decision for changing relevant procedures as appropriate.

Note 6: Director AQA-India maintains Records.

#### 4.0 Reference Formats

F-024 Appeals Log

#### 5.0 Revisions

Rev.1- Consequent to the comments in the document review