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| Code: | QP 09 |
| Document: | Procedure for Handling Appeals |
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1. Purpose:

To define actions to be taken by QUACERT to handle any appeals relating to QUACERT's decisions raised by any organization.

2. Scope:

This procedure is applicable to all appeals raised by appellant and/or certified organization against decisions of QUACERT.

3. Related Documents:

- Decision 395/QC-QD on Rules of Responsibilities and Authorities
- Decision 398/QC-QD on Terms and Conditions of Management Systems Certification
- QM 07 Quality Manual, Management of Certification Process
- QP 03 Procedure for Corrective and Preventive Actions

4. Definition

- **Appeal:** A formal expression of dissatisfaction by an organization with a decision of QUACERT that directly related to certification process.

**5. Procedure:**

| <i>No.</i> | <i>Activities</i> | <i>Done by</i> | <i>Requirements</i> | <i>References</i> |
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| 5.1 | Appeal to QUACERT for its Decisions | Appellant | All client or any other interested party/person wishing to appeal about QUACERT's decision, shall make it in writing with available written evidences to the QUACERT's Director. If the appellant wants to avail him/herself of assistance from witnesses, he/she shall provide the name and address of the witnesses. | |
| 5.2 | Initiating the appeal handling process | Director Appellant | Within 1 week, inform the appellant of the receipt of the appeal and appoint an Appeal Committee. Has a right to agree or not agree with the members selected. If the Appellant dose not agree with the selection of the members, he/she shall clearly provide the basis for that reasons. | |
| 5.3 | Review the appeal | | | |
| 5.3.1 | Investigation | Appeal Committee Appeal Committee | In order to investigate the appeals, carry out following activities : a) Access the relevant information, b) Interview the relevant people, c) Investigate the site, or d) Use the services of experts/ bodies in the relevant field and ensure that such experts shall be independent and be free of conflict of interest with Appellant or QUACERT. Ensure that the appellant is notified of the appeal handling progress. | |
| 5.3.2 | Preparation for the | Head of the | Gather information and/or witnessing for conducting appeal meeting(s). The | |



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| | Appeal Committee's meeting | Appeal Committee | meeting shall be attended by all members of the Committee who shall, in advance of the meeting, be provided with: a) Supporting evidence provided by the Appellant; and b) Relevant document provided by the Director. | |
| 5.3.3 | Meeting of the Appeal Committee | Appeal Committee | Ensure that: a) During the appeals meeting, the Appellant and relevant certification personnel has the rights to present verbal evidences based on the provided documents; b) Minutes shall be taken and recorded. | |
| 5.4 | Recommendation and Final Decision | Appeal Committee Director | Recommend the decisions regarding appeal. Endorse the Appeal Committee's decisions and convey to the Appellant in writing. | |
| 5.5 | Cost for the appeal | Director, Appellant | In case of using the external service of expert, the cost of it shall be paid: a) by QUACERT if the appeal succeed; or b) by the Appellant if the appeal failed. | |
| 5.6 | Corrective and Preventive Actions | Head of QA department | If it is believed that the systematic corrective and/or preventive actions are required as a result of the handling appeal, the Head of QA department shall be required to initiate the procedure QP 03 as quick as practicable to restore certification and prevent reoccurrence. The appeal activities shall be a subject to review on management review meeting. | QP 03 |



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| 5.7 | Confidentiality | Director | Any information provided by the Appellant to QUACERT shall be maintained as strictly confidential. QUACERT shall not allow any information provided to be disclosed to a third party without prior consent of the Appellant. In case, it is required by the Law or by an Accreditation Body, QUACERT shall notify the appellant of the action. | |
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6. Standard Forms

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