

	STANDARD GLOBAL QUALITY CERTIFICATES Procedure for Appeals Handling	Doc. No : SGQC-QP- 09 Rev No : 1 Date: 15.04.2015 Page 1 of 2
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1.0 Purpose

The purpose of this procedure is to handle all the appeals. The appeal handling procedure is based on Certified Company or any interested party, wishing to contest any decision for handling of appeals. The Board of Directors will proceed to constitute an independent Appeals Panel in each case in consultation with the Experts Committee.

2.0 Scope

This procedure covers all the copies of the quality documents as per standard

3.0 Responsibility

The Management Representative is responsible to prepare and implement this procedure and it is issue & approved by General Manager

4.0 Definitions

APPEAL-A legal proceeding by which a case is brought before a higher court for review of the decision of a lower court

PANEL-A schedule containing names of persons summoned as jurors or a group of persons selected for a particular service such as investigation or arbitration.

5.0 Procedure

5.1 In the event of an applicant, Certified Company or any interested party, wishing to contest any decision of SGQC, he shall, within 14 days after having been officially informed of such a decision, give notice in writing to SGQC of its desire to appeal against the decision. The receipt of the appeal is acknowledged and the applicant is informed of the progress made and the outcome.

5.2 On receipt of such an appeal, the MANAGING DIRECTOR, shall advise the Board of Directors and the Experts Committee of the details of the appeal received. The Board of Directors will proceed to constitute an independent Appeals Panel in each case in consultation with the Experts Committee. The Appeals Panel will comprise of a Chairman who will be assisted by two members of the Experts Committee representing the area of technical expertise related to the nature of the appellant's activities under certification. 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.

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5.3 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 SGQC is to remain in force.

5.4 At the Appeals Panel meeting of both the appellant and the appropriate representative from SGQC shall be entitled to be heard in confidence and majority decision of the Appeals Panel shall be final.

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

5.6 On conclusion of the appeal, the MANAGING DIRECTOR will also review the grounds of appeal and evaluate if any possible improvements to SGQC's control systems are required. A description of the appeals handling process is available on SGQC website to make it Public ally accessible.

5.7 The MANAGING DIRECTOR 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. The certification body shall give formal notice to the appellant at the end of the appeals handling process.