

## **Appeals handling Process**

### **Introduction**

Non-resolution of the complaint regarding Vexil certification services (Refer Complaint handling procedure), to the satisfaction of the complainant may result in appeal. This can be done within a period of 30 days from the issue of final closure letter of the complaint. Objective is to give an opportunity to the appellant to formally request that an official decision is reviewed and if necessary reverse/revise the decision.

### **Process**

- i) Upon receipt of the appeal, an acknowledgement shall be sent to the appellant.
- ii) Appeal then will be forwarded to the Technical Advisory Committee (TAC) Chairman who shall appoint a member of TAC as head of appeals committee. The nominated head shall constitute the appeals committee as described in below.
  - ii) The nominated head of the Appeals committee can take two members from the assessors, staff or experts of the TAC as permanent members and can also invite other outside members as necessary. Incase of any outside members associated with the appeals committee, a confidentiality Statement shall be taken on form (F1903A). It shall be ensured that persons engaged in the appeals handling process are different from those who carried out the audits and made the certification decisions.

*Note 1: The appeals committee may request for detailed information on the issues as supported by the documentary evidence, including details of action taken by the parties involved in the complaint.*

*Note 2: If the appeals committee has representatives from one or more certified organizations, those members shall not have a significant influence on decision making – this shall be ensured by counting all such representatives' votes as only one vote.*
  - iii) The Appeals Committee, during the review and investigation, may ask the appellant to present the facts in person, if necessary or if so desired by the appellant. The appeals committee shall also take into consideration the results of previous and similar appeals. The tracking and recording of the appeals, including actions undertaken, is done on F2201 & F2202. The appellant shall be kept abreast of progress on the appeal.
  - iv) The Appeals Committee will give its recommendation to the Chairman of TAC for necessary action to discharge the appeal to the satisfaction of the appellant and regarding corrective actions, if any, that can be taken to avoid reoccurrence. The Chairman TAC will give the decision on the appeal based on the recommendation of the appeals committee. The decision of the Chairman TAC will be final.
  - v) Vexil shall give formal notice of the end of the appeal-handling process to the appellant.
  - vi) All records related to appeals are kept as per the defined system.
  - vii) Any corrective actions taken on the findings of appeal process, as recommended, shall be taken and followed up for effectiveness.
  - viii) It is ensured that impartiality to appellant is not compromised whatsoever by Vexil.

ix) It shall be ensured that submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant.

xi) Vexil is responsible for all decisions at all levels of the appeal-handling process. Managing Director/Director oversee the appeal-handling process.

### **References**

Complaint/Appeal Log (F2201)

Complaint/Appeal investigation form (F2202)

Confidentiality Statement (F1903A)

Communications file with the appellant & Appeals Committee

Handling of Appeals (P2202)