

APPEALS AND DISPUTES PROCEDURES

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Reviewed and Issued by:	Approved by :
Signature :	Signature :
Date :	Date :

1. PURPOSE

This procedure applies to safeguard that appeal and disputes are handled effectively and in accordance with the requirements of company policy and standard requirement.

2. SCOPE

This procedure is applicable to all appeals and disputes related to provision of certification services by HNCA.

3. REFERENCES

ISO/IEC 17065: 2012 Conformity assessment – Requirements for bodies certifying products, processes and services

4. DEFINITION

Appeals- An application made by a client who does not accept a decision of HNCA on a product certification

Disputes- An application made by a client who does not accept a certain finding of HNCA

Appellant- A client who appeals against the decision made of HNCA

5. DETAIL OF PROCEDURE

No.	Action	Responsibility	Relevant Documents
5.1	Disputes		
1.	Any client who does not accept the findings in conformity report may request a review of the findings within 14 working days of receipt of the report. Request shall be made in writing.	Client	Letter of appeal
2.	The findings raised shall be reviewed, investigated and decided. All parties involved in the investigation and decision making shall not have been involved in the issue under consideration. A decision shall be made within 14 working days.	COO / Quality Unit	AAD-FM-10/1
5.2	Appeals		
1.	If client does not agree with a decision made by HNCA or, in the case of verification, the client may appeal to HNCA in writing within 14 working days of announcement of the decision.	COO / Quality Unit	Letter of appeal
2.	If the appeal is not valid, the client will be informed accordingly.	COO / Quality Unit	AAD-FM-10/1

5.3 Confidentiality

1.	In handling appeals and disputes, confidentiality shall be provisioned as required.	COO / Quality Unit	HNCA- TAC-01/1
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5.4 Review

1.	In case any appeal has been resolved, the corrective action will be provided.	HNCA	IA-FM-18/3
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6. APPENDIX/RECORD

Document	Doc. Ref.	Location	Retention Period
Letter of appeal	N/A	File room	While client in service with HNCA
Appeal and Dispute form	AAD-FM-18/1	File room	