



Number : **HAPL-QP-15**
Title : **Handling Appeals**

Handling Appeals

Procedure Index

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01	00	01.09.2020	Management Representative	Director	Director
Issue no.	Rev. no.	Document date	Prepared by	Reviewed by	Approved by

HACKIZEN ASSESSMENTS PRIVATE LIMITED
HAPL - Procedure



Number : **HAPL-QP-15**
Title : **Handling Appeals**

1.0	Purpose <ul style="list-style-type: none"> The purpose of this procedure is to handle all received appeals from certified clients or open market regarding HAPL certification related activities. 															
2.0	Scope <ul style="list-style-type: none"> It is applicable to all the received appeals against HAPL through written or any other verbal source. 															
3.0	Definitions & Abbreviations															
3.1	Top Management : Governing body of the organization made of MD & EC															
3.2	MD : Managing Director															
3.3	HAPL : HACKIZEN ASSESSMENTS PRIVATE LIMITED															
3.4	MR : Management Representative.															
3.5	Corrective Action : Action taken to eliminate the root cause of the non conformance.															
4.0	Reference Documents:															
	<table border="1"> <thead> <tr> <th>Doc Name</th> <th>Doc No</th> <th>Rev No</th> <th>Rev Dt.</th> <th>Retention Period</th> </tr> </thead> <tbody> <tr> <td>Appeal register</td> <td>HAPL-QF-48</td> <td>00</td> <td>01.09.2020</td> <td>5 Years</td> </tr> <tr> <td>Appeal Resolution form</td> <td>HAPL-QF-49</td> <td>00</td> <td>01.09.2020</td> <td>5 Years</td> </tr> </tbody> </table>	Doc Name	Doc No	Rev No	Rev Dt.	Retention Period	Appeal register	HAPL-QF-48	00	01.09.2020	5 Years	Appeal Resolution form	HAPL-QF-49	00	01.09.2020	5 Years
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Appeal register	HAPL-QF-48	00	01.09.2020	5 Years												
Appeal Resolution form	HAPL-QF-49	00	01.09.2020	5 Years												

5. Procedure

- Appeal Request received from following sources through email which is displayed on the website:
 - Client under certification process
 - Customer of Certified Client
 - Consumer Forums Legal authorities
 - Any other sources
- Director accesses the email for received appeals.
- Director acknowledges the appellants about receipt of appeal through email.
- Director through appropriate sources validates the appeal
- If the appeal is not valid, Director communicates back to the appellant with justification.
- If the appeal is valid, Director & EC form an ACTION TEAM.
- Members will be different from those who carried out audits and made the certification decision.
- Action Team to initiate interim Short-term Containment action.
- Action team to verify whether similar appeals have been reported in past 3 years.
- Action Team to investigate the concern raised in the appeal.
- EC to verify the investigation outcomes.
- Action Team to propose suitable Corrective action
- EC in coordination with MD/Director validates the action proposed and recommends them for implementation.
- If action implementation takes long time intermediately status is updated to the appellant by MD/Director.
- Action Team establishes elements to track effectiveness of action proposed.
- Horizontally deploy those actions in other areas / processes & Close the appeal request
- Director/EC communicates through a formal notice, about the resolution taken against the appeal to the entity who has initiated this appeal.
- The Maximum time for the Resolution of Appeal is 48 Hours i.e. means within 48 Hours of time HAPL will Resolve the Issue.