

STQC IT Certification Services Appeals

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0.1 Approval and Issue

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Reviewed by : Management Representative

Approved by : Chief Executive Officer

Note:

1. Management Representative is responsible for issue and distribution of this document including amendments.
2. Holder of this copy is responsible for incorporation of all the amendments and currency of the document.

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0.2 Amendment Record

Amendment No.	Date of Amendment	Nature of Amendment	Page Ref.
1	15-11-2016	Submission, investigation and decision on appeals do not result in any discriminatory actions against the appellant. BCMS added	4
2.	20.05.2020		At relevant places

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1.0 Purpose and Scope

1.1 The purpose of this document is to establish procedures for handling of Appeals.

1.2 The scope of this document covers appeals from any party feel affected.

2.0 Responsibility

Management Committee CEO : Overall responsibility for satisfactory resolution

3.0 Associated Documents

ITCERT/D01 - IT Manual
ITCERT/D02 - Product (Schemes)
ISMS/D01, ITSMS/ D01, BCMS/D01 - ISMS, ITSMS,BCMS Certification Manual

4.0 Definition

For the purpose of this document, the definitions contained in clause 1.3 of Doc ITCERT/D01 shall apply.

5.0 Resources

For the purposes of the activities defined in this document, the personnel resources are identified in Doc ITCERT/D03.

6.0 Procedure

Any party which feels affected can appeal to the Advisory Board against any decision of Certification Body.

The appellant shall lodge a notice of appeal with the Advisory Board within six weeks of a decision which he deems to be incorrect. Advisory Board shall refer the matter to the Management Committee/CEO and seek a detailed statement from it.

The Management Committee/CEO shall forward a detailed statement to the appellant with a copy to the Advisory Board, indicating the basis for its decision. If the appellant still wishes to pursue his appeal he shall forward to the Advisory Board, a statement within four weeks giving his case for continuing the decision.

Chairman of the Advisory Board shall appoint a Committee consisting of three members, two of which being acceptable to each party. It shall be ascertained that those persons are not engaged in conducting audits and making certification decisions concerning to the appeal made. He shall also nominate one of the Committee members as the Chairman. Each of the parties to the dispute shall be invited to nominate two representatives to appear on their behalf before the Committee. All written evidence shall be submitted at least one week before the date of hearing. The committee decides the actions to be taken in response o the appeal, taking into

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account the results of previous similar appeals. All such appeals needs to be tracked and recorded.

Recommendation of the Committee shall be put up to the Chairman of the Advising Board, whose decision shall be final and binding on both parties. The progress, final results and action taken on the appeal are formally communicated to appellant.

Submission, investigation and decision on appeals do not result in any discriminatory actions against the appellant.

The Certification body receiving the appeal is responsible for receiving, investigating and verifying all necessary information for validating the appeal.

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