

STQC IT Certification Services Appeals

Document : IT CERT/P07
Issue : 02
Revision : A
Date : 15-11-2016
Page : 1 of 4

0.1 Approval and Issue

This document is the property of STQC IT Certification Services and should not be reproduced in part or full without the written consent.

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.

**STQC IT Certification Services
Appeals**

Document : IT CERT/P07
Issue : 02
Revision : A
Date : 15-11-2016
Page : 2 of 4

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.	4

STQC IT Certification Services Appeals

Document : IT CERT/P07
Issue : 02
Revision : A
Date : 15-11-2016
Page : 3 of 4

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](#) - ISMS & [ITSMS](#) 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. 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 account the results of previous similar appeals. All such appeals needs to be tracked and recorded.

STQC IT Certification Services

Appeals

Document : IT CERT/P07
Issue : 02
Revision : A
Date : 15-11-2016
Page : 4 of 4

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.

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 gathering and verifying all necessary information for validating the appeal.

-- 0 0 0 --