



TEAM SAFETY CONSULTANTS

PROCEDURE FOR HANDLING APPEALS

1.0. Purpose:

The purpose of this procedure is to provide a documented method for handling appeals activities accordingly to the well organized and disciplined manner.

2.0. Scope & Responsibilities:

This procedure applies to all the appeals made by the customers/certified persons towards our service related to the complete process for our certification. Management representative is responsible for implementation of this procedure.

3.0. Definitions:

Appeals- Request by applicant, Candidate or certified person for reconsideration of any decision made by TSC related to certification status.

4.0 Procedure

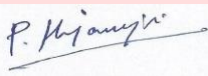

(i) Receive & Record

- a) The Applicant, candidate and Certified Person has the right to appeal for any following decision made by TSC,
 - Certification result, certification activities, refusal to accept the application, refusal to proceed the examination/assessment, Decision to suspend or withdraw of certificates and any other action that impedes the attainment of certification activities by TSC.
- b) The client may contact the TSC through email, fax, phone, verbal, or by an official letter or online through website within 10 days of receiving the report.
- c) TSC should receive any appeals from clients it should be recorded in the appeals log
- d) A unique control number is assigned to the case by Management Representative for traceability and tracking.
- e) The Management Representative has responsibility to send acknowledgement receipt to the concerned candidate for any appeals received from clients.

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(ii) Investigation

- a) The management representative responsibilities appoint member to investigate the appeals properly and fairly. They right to investigate any substantiated appeals during that process.
- b) Appeal handling member carefully examines the findings of certification activities, justification and supporting evidence provided by the client.
- c) During the review if the appeal is found valid, the area of appeal document is amended and re-issued with updates. If the appeal is found invalid, the client is contacted and informed accordingly.
- d) The member to close this appeals and Communication with appeals, review of the appeal, approval of actions are done by the Group Managing Director, Who are not directly involved in the certification activities. All other personnel involved in certification activities are not involved in this process.
- e) Close of Case- Once the final decision has been made, the matter shall be closed and the files shall be retained at TSC office.
- f) The management representative responsibilities, finally notice is to be forward to clients at the end of the appeals handling.
- g) Appeals handling procedure and decision should be made without partiality.
- h) Entire process of appeal must be completed within 15 days of receiving it.

	
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