


<p style="text-align: center;">OEQ Certification Pvt. Ltd. OEQ - Procedure</p>		
Number	: OEQ-QP-15	
Title	: Handling Appeals	

<h2>Handling Appeals</h2>																							
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01	01	07.01.2025	Management Representative	Director																			
Issue no.	Rev. no.	Document date	Prepared by	Reviewed by	Approved by																		

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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 OEQ certification related activities. 						
2.0	Scope <ul style="list-style-type: none"> It is applicable to all the received appeals against OEQ 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	OEQ : OEQ CERTIFICATION PVT LTD						
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" data-bbox="199 922 1505 1021"> <thead> <tr> <th>Doc Name</th><th>Doc No</th></tr> </thead> <tbody> <tr> <td>Appeal Register</td><td>OEQ-QF-54</td></tr> <tr> <td>Appeal Resolution form</td><td>OEQ-QF-55</td></tr> </tbody> </table>	Doc Name	Doc No	Appeal Register	OEQ-QF-54	Appeal Resolution form	OEQ-QF-55
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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 communication for received appeals.
- Director acknowledges the appellants about receipt of appeal.
- Director through appropriate sources validates the appeal.
- If the appeal is not valid, Managing Director communicates back to the appellant with justification.
- If the appeal is valid, Managing 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 Technical Director validates the action proposed and recommends them for implementation.
- If action implementation takes long time intermediately status is updated to the appellant by Technical 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 OEQ will Resolve the Issue.

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- OEQ shall be responsible for all decisions at all levels of the appeals-handling process.
- MD ensures that any discriminatory actions against the appellant will not be taken.