Handling Appeals

Procedure Index

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01	00	01.08.2024	Ms. Jiyaa Singh {TD}	Mr. Dharamveer Singh {CEO}	
Issue no.	**Rev. no.**	**Document date**	**Prepared by**	**Reviewed by**	**Approved by**

Amendment Sheet

Clause Number & Page Number	Revision Details	Reason for Revision	Control Status		
			Issue No.	Rev. No.	Date

1.0 Purpose

- The purpose of this procedure is to handle all received appeals from certified clients or open market regarding PEIPL certification related activities.

2.0 Scope

- It is applicable to all the received appeals against PEIPL through written or any other verbal source.

3.0 Definitions & Abbreviations

3.1	Top Management	:	Governing body of the organization made of CEO & EC
3.2	CEO	:	Chief Executive Officer
3.3	PEIPL	:	PRIME EDGE INTERNATIONAL 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:

Doc Name	Doc No	Rev No	Rev Dt.	Retention Period
Appeal Register	PEIPL-QF-54	00	01.08.2024	5 Years
Appeal Resolution form	PEIPL-QF-55	00	01.08.2024	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 CEO/Director validates the action proposed and recommends them for implementation.
- If action implementation takes long time intermediately status is updated to the appellant by CEO/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 PEIPL will Resolve the Issue.