

	Intellcert Quality Management Work Procedure	Doc.-ID: IQM_000208 Revision: 00.00 Effective date: 06.01.2023 Author: Process Owner Reviewer: Quality Manager Approver: CEO
<i>“Process Requirement: P 1.7 Certification” “Handling of Appeals”</i>		

Legal Scope:

Intellcert GmbH & all related locations / organizations of which the processes are under the control of IQM

Business Scope:

Certification

Process Scope:

Certification of systems, processes, products, services and persons

1. Objectives

The purpose of this procedure is to provide a clear framework for the fair, timely, and effective handling of appeals submitted by clients or interested parties in connection with the audit process and/or certification decisions of the certification body, in accordance with the requirements of ISO/IEC 17021, ISO/IEC 17024, and ISO/IEC 17065.

2. Terms and Abbreviations

Terms/Abbreviations	Description
Appeal	A written request submitted by a client or interested party who is dissatisfied with the certification process or the certification decision.
Interested Party	A person or organization that has an interest in the certified product, process, or service.
Certification Personnel	The personnel responsible for the implementation of the appeals process in accordance with this procedure
Appeal Board	A group of at least three members who are independent of the certification process and responsible for the evaluation of appeals and the final decision
Appeals Coordinator	The person responsible nominated by the Policy Committee to coordinate certain tasks of the appeals process.

3. Scope of Application

This procedure applies to all appeals submitted by customers or interested parties to the certification body regarding the certification process or certification decisions. The certification body ensures that all decisions related to the handling of appeals remain under its control and that the submission of an appeal – regardless of the outcome – does not result in any disadvantage to the appellant. The procedure covers all steps from the receipt of the appeal to the final decision.

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4. Appeal Process

The Appeals Process includes the following steps:

4.1 Receipt of Appeal

All appeals must be submitted in writing to the Appeals Coordinator within 30 days of the certification decision. Appeals received after this period will not be considered. The appeal must include the following information:

- Name and address of the appellant
- Certification reference number
- Detailed description of the grounds for appeal
- Relevant supporting documentation.

4.2 Acknowledgement of Appeal

The appeals coordinator must acknowledge receipt of the appeal to the appellant within 5 working days of receiving it. The acknowledgement must include the following information:

- Date of receipt
- Brief description of the appeal
- Appeal reference number
- Expected timeframe for the appeals process.

4.3 Notification of Relevant Parties

The Appeal Coordinator must notify all relevant parties, including the appellant, the certification personnel, and the Appeals Board, of the appeal and provide them with relevant information.

4.4 Evaluation of Appeal

The Appeals Board must evaluate the appeal and decide within 30 days of receipt of the appeal. The evaluation must include the following steps:

- Review of the certification process and decision
- Review of the grounds for appeal and supporting documentation
- Consultation with relevant parties, if necessary

4.5 Decision on Appeal

The appeals committee must make a decision regarding the appeal and communicate it to the certification personnel, and all other relevant parties within 5 working days of the decision. The decision must include the following information:

- Reasons for the decision
- Details of any corrective action required
- Timeframe for corrective action, if applicable

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5. Responsibilities

5.1 Appeal Coordinator

The Appeal Coordinator is nominated by the Compliance Board and responsible for the overall management of the appeals process, including:

- Receipt and acknowledgement of the appeal
- Notification of the relevant parties
- Coordination of the appeals process
- Maintenance of appeals records

5.2 Appeal Board

When an appeal is received, an appeal board is formed, of which the members are not involved in the certification process. As a rule, the Appeals Board consists of following people:

- intellcert Quality manager
- One member of the Policy Committee
- One member of the Compliance Committee

Other individuals who are not involved in the certification activities may be appointed to the appeals committee by order of the company management. The appeals committee is responsible for evaluating appeals and making the final decision, taking into account the outcomes of previous similar cases. The decision must define the necessary resolution measures.

5.3 Certification body

The certification body is responsible for implementing the final decision of the appeals committee, including corrections and corrective actions, as well as communicating the final decision regarding the appeal.

6. Records

The certification body maintains records and documentation of the “Handling of Appeals” process in accordance with the requirements of ISO 9001, 17021, 17024, and 17065 and the quality management system of intellcert GmbH.

The certification body ensures that records and documentation are accurate, complete, and maintained in a manner that ensures their confidentiality, integrity, and availability.

7. Work Procedure control

This document shall be controlled in accordance with the certification body's document control procedure. Intellcert GmbH will continually improve the “Handling of Appeals” process using feedback from certified organizations, audit / assessment team members, and other interested parties. The certification body will also monitor changes in the regulatory environment and adjust the “Handling of Appeals” process as necessary to ensure compliance.

8. Attachments

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9. Related Documents

- IQM_000011 Quality Manual – General Part

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- IQM_000017 Handbuch Part P - Compliance Management System
- IQM_111120 ZeMaL

10. External Reference Documents

- ISO/IEC 17021
- ISO/IEC 17065
- ISO/IEC 17024