

**INTERNATIONAL CERTIFICATION AUTHORITY  
ICA - Procedure**



**Number** : **ICA-QP-15**  
**Title** : **Handling Appeals**

## Handling Appeals

### Procedure Index

Clause No.	Content	Page Number(s)
1.0	Purpose	3
2.0	Scope	3
3.0	Definitions & Abbreviations	3
4.0	Reference Documents	3
5.0	Procedure	3-4

### Confidentiality Statement

*This document is the property of INTERNATIONAL CERTIFICATION AUTHORITY.. No part of this publication may be reproduced, stored in a retrieval system in any form, or transmitted by any means, without the prior written permission of the Management.*

01	01	25.02.2024	Technical Manager	Director	
<b>Issue no.</b>	<b>Rev. no.</b>	<b>Document date</b>	<b>Prepared by</b>	<b>Reviewed by</b>	<b>Approved by</b>



**INTERNATIONAL CERTIFICATION AUTHORITY  
ICA - Procedure**



**Number** : **ICA-QP-15**  
**Title** : **Handling Appeals**

**1.0 Purpose**

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

**2.0 Scope**

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

**3.0 Definitions & Abbreviations**

- 3.1 Top Management : Governing body of the organization {Director}
- 3.2 EC : Executive Committee
- 3.3 ICA : INTERNATIONAL CERTIFICATION AUTHORITY.
- 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	ICA-QF-54	00	01.10.2022	5 Years
Appeal Resolution form	ICA-QF-55	00	01.10.2022	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 Technical Manager validates the action proposed and recommends them for implementation.
- If action implementation takes long time intermediately status is updated to the appellant by Technical Manager.
- 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 ICA will Resolve the Issue.

**INTERNATIONAL CERTIFICATION AUTHORITY**  
**ICA - Procedure**



**Number** : **ICA-QP-15**  
**Title** : **Handling Appeals**

- The Appeal Received in any Form – After that the Managing Director {Raju Peter} + India Rep. {SDK Soloman} + Mr. Ranjeet Singh {Technical Director} will Responsible for Re-Solve the Appeal
- This Committee is fixed for any type of appeal.
- Any Type of Decision has been Carried out by the ICA Committee Only Consists of Managing Director {Raju Peter} + India Rep. {SDK Soloman} + Mr. Ranjeet Singh {Technical Director}

**Designation of the Members of Committee:**

1. Designation: Managing Director
2. Designation: Technical Director
3. Designation: India Rep. {SDK Soloman}

This is Fixed Committee who will involve in the Decision making of any type of Appeal.

**Rules for the Operations:**

1. Formal Information will be passed to all members of the Committee
2. All the members will sit together either by remote or physical and do the Deep Root cause analysis and based on that make the common decision.
3. In case if 02 members are agreed on any of the decision then that will be final in case the third member has not agreed.
4. After the Decision then the decision will be passed to the Client Rep.

Apart from other Responsibilities, These members will be designated for the Appeal Handling and make the decision for that Appeal.