

HANDLING OF APPEAL

1. PURPOSE

To outline the activities carried out by the Synergy Certification (SC) to ensure that appeal brought by customers or other parties are appropriately addressed.

2. SCOPE

This procedure applies to all appeals received by SC.

3. TERMINOLOGY

a. Appeal

A request by client of the SC for further consideration or change in the decision of the CB on any issue concerning certification.

b. Appellant

Client of the SC making an appeal.

c. SC

Synergy Certification Sdn Bhd.

d. MD

The Managing Director of Synergy Certification.

e. CM

Certification Manager.

4. REFERENCES

ISO/IEC 17021 Conformity assessment – requirements for bodies providing audit and certification of management systems.

5. RESPONSIBILITIES

The MD / CM shall be responsible for ensuring that this procedure is effectively implemented in their area.

6. PROCEDURES

6.1. Dealing with appeal

MD ensures that all interested parties are made aware through appropriate means such as contract, meeting etc, of the existence of appeal procedure. This procedure is publicly accessible on SC website www.synergycertification.com
MD ensures that the investigation and decision on appeal does not result in any discriminatory action against appellant.

MD ensures any individual or team involved in the resolution of appeal shall be in odd numbers and satisfy the following criteria

- a. not be person named in the subject of the said appeal.

- b. be independent of the audit and/or certification process of the said appeal

6.2. Appeal

6.2.1 Clients may appeal any decision of the SC. These decisions may include:

- Decisions not to award certification,
- Decisions to suspend or to withdraw certification,
- Decisions to reduce the scope of certification

6.2.2 All appellant shall be advised to file a written appeal to MD. This may be in the form of a letter or by completing the appeal form in www.synergycert.com.

6.2.3 Upon receipt of the appeal, the MD and or CM will inform the company within 7 working days that SC is investigating into the case and will report on the progress and outcome of the case.

6.2.4 The written appeal shall be forwarded to the Committee Safeguarding Impartiality to Investigate and decide on the outcome of the appeal. The committee will validate and investigate the appeal, and for deciding what correction & corrective action are to be taken in response to it, taking into account the results of previous similar appeals. The appellant will be given a chance to response to CSI committee in order to the fair for both parties. The decision of the Appeal will be based on consensus and the committee's decision will be final and binding on both parties.

6.2.5 Upon completion of the investigation, the Committee will inform the MD in writing of the decision taken. SC will consider the decision of the Committee and will take any appropriate correction and corrective action as required.

6.2.6 The MD and or CM shall then communicate the decision of the appellant, in writing, and give formal notice of the end of the appeal handling process. Time frame from receipt of appeal to final decision shall be within 1 month.

6.3 Monitoring of dispute and appeal

6.3.1 All disputes and appeals shall be tracked by log list and records kept in the appropriate files.

7. RECORDS

Complaint and Appeal Form F-ME-03-RX
CAPA Log Sheet F-DC-20-RX

End of procedure

CT-006-01; Eff. Date: 01-07-16.