

RECTO SOLUTIONS PVT. LTD.

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RSPL PROCEDURE

P-02: PROCEDURE FOR APPEALS HANDLING

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REVISION HISTORY

Revision Date	Description	Clause Affected	Revised By	Approved By

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PROCEDURE FOR APPEALS HANDLING**1. PURPOSE**

The procedure defines the process for the appeals and to ensure that the appellant's appeals are dealt with in the most effective manner.

2. SCOPE

Appeals received by **RECTO SOLUTIONS PVT. LTD.**

3. RESPONSIBILITY

CEO

4. PROCEDURE**4.1. INTRODUCTION**

An applicant, a certified company or any interested party may appeal against a decision of RSPL. The matter is referred to the Appeals Panel constituted by CEO and whose decision is final.

4.2. ADMINISTRATION OF APPEALS

4.2.1. In the event of an applicant, Certified Client or any interested party, wishing to contest any decision of RSPL, he shall, within 14 days after having been officially informed of such a decision, give notice in writing to RSPL of his desire to appeal against the decision. The receipt of the appeal is acknowledged and the applicant is informed of the progress made and the outcome.

4.2.2. On receipt of an appeal, the CEO will constitute an independent Appeal Panel with the consultation of Head Finance or CEO who will advise the Board of Directors and the Executive Committee/Impartiality Committee of the details of the appeal received. The Appeals Panel will comprise of a Chairman who will be assisted by two members representing the area of technical expertise related to the nature of the appellant's activities under certification. The appellant will have the right to object to the inclusion of any person in the Appeals Panel. All members chosen to form the Appeals Panel shall not have been involved in the decision against which the appeal has been received or who have carried out the audit and made the certification decision.

4.2.3. The meeting of the Appeal Panel will be held within 30 days of the receipt of notification from the appellant and the appellant will be provided with at least 7 clear days of written notice of the time and place of the Appeals Panel Meeting. Prior to the meeting of the Appeals Panel the existing decision of RSPLMS is to remain in force.

4.2.4. At the Appeals Panel Meeting both the appellant and the appropriate representative from RSPL shall be entitled to be heard in confidence and majority decision of the Appeals Panel shall be final.

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- 4.2.5.** The CEO shall ensure that the appellant is advised in writing of the decision of the Appeals Panel within 7 days of the decision. RSPL shall record details of the appeal in the Register of Appeals and implement the decision of the appeals panel, as required.
- 4.2.6.** On conclusion of the appeal, the CEO/Quality Manager will also review the grounds of appeal and evaluate if any possible improvements to RSPL Management systems are required. A description of the appeals handling process is available on RSPL website to make it publically accessible.
- 4.2.7.** The CEO/Quality Manager shall ensure that the submission, investigation and decision on Appeals shall not result in any discriminatory actions against the appellant ensuring that any appropriate correction and corrective action are taken. The certification body shall give formal notice to the appellant of the end of the appeals-handling process