



Appeals Handling Procedure

(BUTS-COR-PRO-008)

1 Revision History

#	Rev.	Date	Change Made by	Reason for change	Content of Change
1	1	05.03.08	MR	Management & Logo Change	Logo change in relevant areas
2	2	30.05.2011	MR	Logo and Document ID change	Change in relevant areas
3	3	07.03.2014	MR	As per ISO 17024	Changes in relevant areas
4	4	19.08.2014	MR	As per comments by the DAC Auditor	
5	5	27.10.2015	MR	Changes because of the ILM registration	Clause 4.0, 8.1.1 & 8.2
6	6	15.12.2019	MR	As per updated standards and designations	Clause 2, 4, 8.1, 8.2
7	7	15.02.2021	MR	Integrate procedures of TUV ME & FAHSS	Throughout the document
8	8	13.07.2021	MR	Include appeal form and log in the procedure	Clause 10.0

Date	13 th July 2021
Prepared by:	Management Representative: _____
Reviewed by:	Department Head: _____
Approved by:	CEO: _____

2 Process Conformance

Standard	Clause No. / Name
ISO 17020	Clause 7.5, 7.6
ISO 17024	Clause 9.8
ISO 17021-1	Clause 9.7
ISO 17065	Clause 7.13

3 Objectives

This procedure defines the process for receiving, reviewing, documenting and taking action on all forms of decisions.

4 Responsibilities

Each Product Head shall ensure that appeals are handled effectively, and they shall also maintain the copies of each appeal.

5 Scope

This procedure is applicable to all Departments and locations of the company (BU-Technical Services: TUV ME & FAHSS).

6 Process Inputs / Outputs

6.1 Input

- Appeal

6.2 Output

- Appeal Handling records

7 Acronyms Used

Acronym / Abbreviation	Full Form
BUTS	Business Unit Technical Services
TUV ME	TUV Middle East
FAHSS	National Inspection and Technical Testing Company
CEO	Chief Executive Officer
COE	Center of Excellence
HOD	Head of Department
MR	Management Representative
QHSE	Quality, Health, Safety and Environment

8 Procedure

8.1 Appeals:

- 8.1.1 Any person, company or an interested party can file an appeal against the decision that were not resolved to the satisfaction of complainant. Complainant can make the appeal to the CEO through the Product Heads.
- 8.1.2 The appeal must be filed in writing within the 30 days from the date, when client received the response or there is no response within 30 days. The client must attach the supporting documents with the appeal.
- 8.1.3 The CEO nominates a competent individual* to verify the documents for completeness.
- 8.1.4 Appointed individual verifies the documents for its completeness and depending upon the observations may ask for additional documentary support and necessary shall make a request for personnel appearance (if possible) to obtain more details.
- 8.1.5 Once the documents are complete, the appointed individual acknowledges the receipt of the appeal and forwards the entire documentation to CEO.
- 8.1.6 CEO has the right to either disallow the appeal or to form an Appeals Committee based on the merit of the contents of the appeal.
- 8.1.7 The Appeals committee is headed by one of the Senior Management team members nominated by the CEO. The nominated head of the Appeals Committee is allowed to take necessary staff or experts with the company or to discharge the appeal. It would be ensured that the members had not been involved in the subject matter of the appeal.
- 8.1.8 The Head of the committee may ask the appellant to present the facts in person to the appeals committee if necessary or if so desired by the appellant. The results of the similar previous appeals (if any) are also taken into account.
- 8.1.9 The Appeals committee reviews the records related to resolution of complaints and may conduct further investigation to verify the facts and to discharge the appeal.
- 8.1.10 The Appeals committee gives its recommendation to the CEO that are necessary to discharge the appeal to the satisfaction of the appellant and regarding the preventive actions, if any that must be taken to avoid such recurrences.
- 8.1.11 CEO gives the decision on the appeal based on the recommendation by the appeals committee and intimates the appellant. The decision of the CEO in this regard will be final.
- 8.1.12 Confidentiality & impartiality is maintained throughout the process and it is ensured that it will not have any impact on the services provided by TÜV in future.
- 8.1.13 TÜV reserves the right to share the extent of information to the intended party.

Note*- *who is not related to the department, against whom the appeal is filed.

For appeals related to accredited schemes, subsequent to this procedure, relevant procedures will be followed where they exist like (CERT-120-VA-012).

8.2 Records:

Designated person in relevant areas maintains record of all appeals, action taken, corrective actions, if any, and their effectiveness. These records would be maintained for a period of minimum 5 years.

9 Measurement & Analysis

Data	Source
Number of appeals received Vs Closed	Appeals

10 Guidelines for Referencing System

Sr. No	Description	Reference
1	<u>Appeal Form</u>	<u>BUTS-COR-FRM-079</u>
2	<u>Appeals Log</u>	<u>BUTS-COR-FRM-080</u>