



HANDLING APPEALS

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1.0 PURPOSE

The purpose of this procedure is to define the Appeals mechanism and to ensure that corrective and preventive action are initiated and implemented. Eurolink has a documented process to handle appeals from an applicant, candidate, and certified individual. Appeals are resolved independently and in an unbiased manner and the person whose decision is appealed against, will not be involved in the Appeals Handling Process

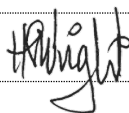
2.0 SCOPE

This procedure covers the Appeals Handling Process followed by the Company.

3.0 REFERENCES

ISO 17024:2012 : Conformity assessment — General requirements for bodies operating certification of persons, Clause NO. 9.8.

4.0 AMENDMENT RECORD

Issue No.	Amendment	Approved by	Date
1.0	First issue	Managing Director 	01/04/2017



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- Appeal Forwarded to the authorized person, who was not involved in the decision making process against which the appeal has been raised.
- Appeal Delayed to provide time to gather information. Within 30 days appellant will be sent an Appeal Forwarded notification

7.4.2 Decision will be taken by the authorized person reviewing relevant documents and the details on the appeals form. This will be communicated to the appellant within 7 working days. The outcomes are:

- Appeal Accepted with or without conditions
- Appeal Rejected

7.4.3 An Appeal that that been accepted will be reviewed for suitable corrective and preventive action

7.4.4 The Technical Manager/Examiner/Assessor/Decision Maker/MR initiates the necessary corrective and preventive action based on the magnitude and the effect of the Appeal depends on:

- Nature of Complaints and/or Appeals
- Type of Complaints and/or Appeals and is as per the following sequence in co-ordination with the Customer or Customer Representative
- Determination of Complaint and/or Appeal
- Containment and short-term corrective action Certification
- Identification of root cause

7.5 Corrective action Planning, includes:

- Significance and its legal binding
- Operating cost
- Cost of non-conformity
- Dependability and safety aspects
- Customer satisfaction
- Evaluation of needs
- Determination and Implementation of action needs
- Implement the actions planned
- Verification for implementation & record the result of action taken.
- Effectiveness of the corrective action, so that it is not repeated.

7.5.1 The details of the actions will be recorded in the Corrective and Preventive Action Report — (EL/...) and approved by the Technical Manager.

7.5.2 Corrective Action is initiated implemented and monitored by Technical Manager.

