
	BCS CERTIFICATION (PVT) LTD		ISO 17021:2015 Procedures
BCS/PR/12	Revision No: 00	Date of Issue: 01/01/2022	Page No: 1 of 3

PROCEDURE FOR HANDLING APPEALS

- OBJECTIVE** : To define actions to be taken by BCS handle any appeals relating to BCS's decisions raised by any organization.
- SCOPE** : This procedure is applicable to all appeals raised by appellant and/or certified organization against decisions of BCS.
- RESPONSIBILITY** : Lead auditor/ Managing Director
- AUTHORITY** : Managing Director
- DEFINITION** : A formal expression of dissatisfaction by an organization with a decision of BCS that directly related to certification process.
- PROCEDURE** :

Activities	Done by	Requirements
Appeal to BCS for its Decisions	Appellant	All client or any other interested party/person wishing to appeal about BCS's decision, shall make it in writing with available written evidence to the BCS's Director. If the appellant wants to avail him/herself of assistance from witnesses, he/she shall provide the name and address of the witnesses.
Initiating the appeal handling process	Director Appellant	Within 1 week, inform the appellant of the receipt of the appeal and appoint an Appeal Committee. Has a right to agree or not agree with the members selected. If the Appellant does not agree with the selection of the members, he/she shall clearly provide the basis for those reasons.


Reviewed by:	Director		Date: 01/01/2022
Approved by:	Managing Director		Date: 01/01/2022

	BCS CERTIFICATION (PVT) LTD		ISO 17021:2015 Procedures
BCS/PR/12	Revision No: 00	Date of Issue: 01/01/2022	Page No: 2 of 3

PROCEDURE FOR HANDLING APPEALS

Review the appeal	Appeal Committee Appeal Committee	To investigate the appeals, carry out following activities: a) Access the relevant information, b) Interview the relevant people, c) Investigate the site, or d) Use the services of experts/ bodies in the relevant field and ensure that such experts shall be independent and be free of conflict of interest with Appellant or BCS. Ensure that the appellant is notified of the appeal handling progress.
Preparation for the Appeal Committee's meeting	Head of the Appeal Committee	Gather information and/or witnessing for conducting appeal meeting(s). The meeting shall be attended by all members of the Committee who shall, in advance of the meeting, be provided with: a) Supporting evidence provided by the Appellant; and b) Relevant document provided by the Director.
Meeting of the Appeal Committee	Appeal Committee	Ensure that: a) During the appeals meeting, the Appellant and relevant certification personnel have the rights to present verbal evidence based on the provided documents; b) Minutes shall be taken and recorded.
Recommendation and Final Decision	Appeal Committee Director	Recommend the decisions regarding appeal. Endorse the Appeal Committee's decisions and convey to the Appellant in writing.
Cost for the appeal	Director, Appellant	In case of using the external service of expert, the cost of it shall be paid: a) by BCS if the appeal succeeds; or b) by the Appellant if the appeal failed.

Reviewed by:	Director		Date: 01/01/2022
Approved by:	Managing Director		Date: 01/01/2022

	BCS CERTIFICATION (PVT) LTD		ISO 17021:2015 Procedures
BCS/PR/12	Revision No: 00	Date of Issue: 01/01/2022	Page No: 3 of 3

PROCEDURE FOR HANDLING APPEALS

Corrective and Preventive Actions	Head of QA department	If it is believed that the systematic corrective and/or preventive actions are required because of the handling appeal, the Head of the appeal activities shall be a subject to review on management review meeting
Confidentiality	Director	Any information provided by the Appellant to BCS shall be maintained as strictly confidential. BCS shall not allow any information provided to be disclosed to a third party without prior consent of the Appellant. In case, it is required by the Law or by an Accreditation Body, BCS shall notify the appellant of the action.

Reviewed by:	Director		Date: 01/01/2022
Approved by:	Managing Director		Date: 01/01/2022