



## STQC Certification Services Appeals

Document : SYS/P07  
Issue : 03  
Revision : A  
Date : 21-11-2016  
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### 0.1 Approval and Issue:

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Reviewed by :

\_\_\_\_\_  
**Management Representative**

Approved by :

\_\_\_\_\_  
**Chief Executive Officer**

#### NOTE :

1. Management Representative is responsible for issue and distribution of this document including amendments.
2. Holder of this copy is responsible for incorporation of all the amendments and maintain currency of the documents.



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### 0.2 Amendment Record:

Amendment No.	Date of Amendment	Nature of Amendment	Page Ref.
01	21.11.2016	Issue 03, aligned to ISO 17021-1:2015	2-4



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### 1.0 Purpose and Scope

1.1 The purpose of this document is to establish procedures for handling of Appeals.

1.2 The scope of this document covers appeals from any party feel affected.

### 2.0 Responsibility

Management Committee : Overall responsibility for  
/ CEO satisfactory resolution

### 3.0 Associated Documents

**SYS/D01 - Quality Manual**  
**SYS/D02 - Product (Scheme)**  
**QMS/D03 - QMS Certification Manual**  
**SCS/D01 - Safety Certification Manual**

### 4.0 Definition

**For the purpose of the document, the definition contains in  
Doc SYS/D01 Shall Apply**

### 5.0 Resources

**For the purpose of the activities defined in this document, the personal  
resources are identified in DOC SYS/Do3.**

### 6.0 Procedure

Any party which feels affected can appeal to the Advisory Board against the decision of Certification Body for granting, refusing, maintaining, expanding or reducing scope of certification, renewing, suspending or restoring following suspension or withdrawing certification of System / Product.

The appellant shall lodge a notice of appeal with the Advisory Board within six weeks of a decision, which he deems to be incorrect. Advisory Board shall refer the matter to the Management Committee/CEO and seek a detailed statement from it.



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The CB shall gather and verify all necessary information to validate the appeal prior to submitting the same to the advisory board.

The Management Committee/CEO shall forward a detailed statement to the client with a copy to the Advisory Board, indicating the basis for its decision. If the appellant still wishes to pursue his appeal he shall forward to the Advisory Board, a statement within four weeks giving his case for continuing the decision along with applicable charges as prescribed in document 'schedule of charges'.

Chairman of the Advisory Board shall appoint a Committee consisting of three members, two of which being acceptable to each party. He shall also nominate one of the Committee members as the Chairman. Each of the parties to the dispute shall be invited to nominate two representatives to appear on their behalf before the Committee. All write evidence shall be submitted at least one week before the date of hearing.

Recommendation of the Committee shall be put up to the Chairman of the Advising Board, whose decision shall be final and binding on both parties.