



DV Cert International
#133/1, 7th Street, Kongu Nagar, Ganapathy, Coimbatore – 641 006, Tamilnadu,
India
Phone:+91 6380296821, Email :info@dvcertpl.com,
Website: www.dvcertpl.com

APPEALS

An applicant, a certified company or any interested party may appeal against a decision of DV Cert. The matter is referred to the Appeals Panel whose decision is final. This Procedure is also publicly available on DV Cert website.

DV Cert is responsible for gathering and verifying all necessary information to validate the appeal.

Appeal Administration

In the event of an applicant, Certified Company or any interested party, wishing to contest any decision of DV Cert, he shall, within 14 days after having been officially informed of such a decision, give notice in writing to DV Cert 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.

On receipt of such an appeal, the Quality Manager, under the instruction of CEO will advise the Board of Directors and the Impartiality Committee of the details of the appeal received. The Board of Directors will proceed to constitute an independent Appeals Panel in each case in consultation with the Impartiality Committee. The Appeals Panel will comprise of a Chairman who will be assisted by two members of the Impartiality Committee 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 previously involved in the decision appealed against. Or who carried out the audit and made the certification decision.

The meeting of the Appeal Panel shall 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 DV Cert is to remain in force.

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

The CEO shall ensure that the appellant is advised in writing of the decision of the Appeals Panel within 7 days of the decision. The QM shall record details of the appeal in the Register of Appeals and implement the decision of the appeals panel, as required.

On conclusion of the appeal, the Quality Manager will also review the grounds of appeal and evaluate if any possible improvements to DV Cert Management systems are required. A description of the appeals handling process is available on DV Cert website to make it publically accessible.



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The **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

Complaints Administration

Any complaint received by DV Cert in writing or by e-mail or telephone in respect of its functions as a certification body or a company certified by it, shall be fully reviewed by the Quality Manager and shall be recorded in the complaint register with its nature. The tracking and recording complaints, including actions undertaken in response to them is maintained by Quality Manager.

- If the complaint relates to the certified client:
 - QM must ensure that the effectiveness of the certified management system is checked by competent auditor(s), who were not involved with the client previously.
 - The letter in question is sent to certified client within 14 days of receiving of complaint and recorded in the complaint register. The tracking and recording complaints, including actions undertaken in response to them is maintained by QM.
- If the complaint is about certified client management system:
 - The QM ensures that the effectiveness of the certified management system is checked by competent auditor(s)/person(s) who were not involved with the client previously.
 - After root cause analysis, method to eliminate cause of complaint would be arrived at and suitable corrective and preventive measures instituted. The concerned auditors may be summoned to confirm the facts if it relates to certification activity.
 - If the complaint is against an officer of DV Cert including QM then it will be investigated by the CEO of the Impartial Committee.
 - The complaint shall be closed within 45 days of the receiving of the complaint.
- Verify the promptness and effectiveness of the actions. Taken in respect of the complaint received ensure its prompt disposal.
- Ensure that the complaint is advised of the result of the investigation within six weeks of the receipt of the complaint.
- All complaints, after redressed & disposal, shall be closed through a closing note / closing call by the QM. Where applicable, certification will be restored as quickly as possible.
- Ensures that any appropriate correction and corrective action are taken and also suitable preventive action is taken to avoid recurrence of such cases.
- Ensure that Effectiveness of the measures adopted are covered during the Management Review Meeting
- The entire process to be followed meets the requirement of confidentiality as it relates to the complaint and to the subject of the complaint. The complaints are recorded in the complaint register.
- Gather and verify all necessary information to validate the complaint.