



Number : CQI-QP-15
Title : Handling Appeals.

Handling Appeals

Procedure Index

Clause No.	Content	Page Number(s)
1.0	Purpose	3
2.0	Scope	3
3.0	Definitions & Abbreviations	3
4.0	Reference Documents	3
5.0	Procedure	3

Confidentiality Statement

This document is the property of **CQI Certification Pvt. Ltd.** No part of this publication may be reproduced, stored in a retrieval system in any form, or transmitted by any means, without the prior written permission of the Management.

				 	 CQI Certification Pvt. Ltd. Authorised Signatory
01	00	01.10.2024	Mr. Rohit Pandey Management Representative- Technical Director	Mr. Alok Kumar Tiwari CEO	Mr. Krishna Kumar Shukla Managing Director
Issue no.	Rev. no.	Document date	Prepared by	Reviewed by	Approved by

Number	:	CQI-QP-15
Title	:	Handling Appeals.

[illegible]

CQI CERTIFICATION PRIVATE LIMITED
CQI - Procedure



Number : CQI-QP-15
Title : Handling Appeals.

1.0

Purpose

- The purpose of this procedure is to handle all received appeals from certified clients or open market regarding CQI certification related activities.

2.0

Scope

- It is applicable to all the received appeals against CQI through written or any other verbal source.

3.0

Definitions & Abbreviations

3.1

Top Management

:

Governing body of the organization made of MD & EC

3.2

MD

:

Managing Director

3.3

CQI

:

CQI CERTIFICATION PVT. LTD.

3.4

MR

:

Management Representative.

3.5

Corrective Action

:

Action taken to eliminate the root cause of the non conformance.

4.0

Reference Documents:

Doc Name	Doc No	Rev No	Rev Dt.	Retention Period
Appeal Register	CQI-QF-54	00	01.10.2024	5 Years
Appeal Resolution form	CQI-QF-55	00	01.10.2024	5 Years

5. Procedure

- Appeal Request received from following sources through email which is displayed on the website:
 - Client under certification process
 - Customer of Certified Client
 - Consumer Forums Legal authorities
 - Any other sources
- MD/CEO accesses the email for received appeals.
- MD/CEO acknowledges the appellants about receipt of appeal through email.
- MD/CEO through appropriate sources validates the appeal
- If the appeal is not valid, Managing Director communicates back to the appellant with justification.
- If the appeal is valid, Managing Director & EC form an ACTION TEAM.
- Members will be different from those who carried out audits and made the certification decision.
- Action Team to initiate interim Short-term Containment action.
- Action team to verify whether similar appeals have been reported in past 3 years.
- Action Team to investigate the concern raised in the appeal.
- EC to verify the investigation outcomes.
- Action Team to propose suitable Corrective action
- EC in coordination with Technical Director validates the action proposed and recommends them for implementation.
- If action implementation takes long time intermediately status is updated to the appellant by Technical Director.
- Action Team establishes elements to track effectiveness of action proposed.
- Horizontally deploy those actions in other areas / processes & close the appeal request
- Director/EC/CEO communicates through a formal notice, about the resolution taken against the appeal to the entity who has initiated this appeal.
- The Maximum time for the Resolution of Appeal is 48 Hours i.e., means within 48 Hours of time CQI will Resolve the Issue.