




CONFORMITY ASSESSMENT SYSTEM PROCEDURES

LGS ASSURANCE PVT LTD

PROCEDURE FOR APPEALS HANDLING

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VERSION HISTORY

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1.0 Purpose:

The purpose of this procedure is to describe the method of receiving, responding, resolution, investigation of appeal and initiating necessary action

2.0 Scope: This procedure relates to appeal related to the Fire & Life Safety Audit, Sustainability Audit, Validation or Verification Service

Applicable to all types of non-conformities/non-compliance, appeal.

3.0 Abbreviations, acronyms and definitions

Abbreviation	Description
TM	Technical Manager
INSPB	Inspection Body
LGSAPL	Life Giver Sustainability Assurance PVT LTD
P	Procedure
HOD	Head Of the Department

4.0 Responsibility

Activity	Responsibility
Review of appeals	Technical Manager /Chief executive officer/ Director
Hearing the Appeal	Appeal Committee
Communicating to concerned department /section	Technical Manager / Director
Communication to customer / stakeholders	Technical Manager
Initiating actions	Auditor / Validator / Verifier Technical Manager / Chief Executive officer

5.0 Process Inputs

Appeal from customer/Stakeholders

6.0 Process Description

- a) This process applicable for any appeals received from clients, CAHO and other interested parties and stakeholders. All these are hence forth referred to as appellant.
- b) Whenever, the client or interested parties contests the correctness / integrity of the report / outcome of the service, it is termed as appeals
- c) Appeals could be received through mail/phone or LGSAPL website provided for the purpose i.e. "client.coordinator@lgsapl.com".
- d) Appeals received will be communicated to Technical Manager / Chief Executive Officer / Managing Director through Mail. Appeals are recorded in the "Appeal Register".
- e) An Appeal Committee has been established that include Managing Director, Chief Executive Officer and Technical Manager
- f) LGSAPL does not discriminate on appeal handling process for any clients, CAHO and other interested parties and stakeholders.
- g) On receipt of the appeal, Technical Manager /Chief executive officer/ Director, responds to the appellant.
- h) The Appeal Committee reviews the appeal to understand the concern of the appellant, reviews the report and other available evidence to understand the issue.
- i) The Appeal Committee discusses separately with the auditor / validator / verifier and appellant to hear their concern and point of view, the justification for the decision taken by the auditor, the justification of the appellant for the appeal.
- j) The Appeal Committee reviews the submitted evidence, reports and the statements given by auditor / validator / verifier & appellant. Where required, alternative auditor / validator / verifier is deployed to the client premises to reverify the subject of appeal and reviews the outcome of the visit.
- k) If the Appeal Committee concludes that the decision by the auditor / validator / verifier is appropriate and where applicable, the report of the alternative auditor / validator / verifier reconfirms the decision by the auditor / validator / verifier, the original report is upheld and the decision is communicated to the Appellant.
- l) If the Appeal Committee concludes that the claim by the appellant is justified, and where applicable the report of the alternative auditor reconfirms the claim by the appellant, then the auditor is advised to modify the report as per the appellant's request and the findings of the alternative auditor (where applicable). The revised report is reviewed and the revised report is submitted to the appellant & client.
- m) Where applicable, if the decision of the Appeal Committee affects the certificate issued, then revised certificate is issued.
- n) The appellant is communicated that if they are not in agreement with the decision of Appeal Committee, then they have the option to appeal against the decision of the Appeal Committee to the IFE's Appeal Committee. The Appellant would be advised to address their appeal mail to info@ifeindia.org – Kind Attention CGE – IFE (I).
- o) Technical Manager / Chief Executive officer/ Director interacts with the auditor / validator / verifier to determine the cause(s) for the appeal, initiates corrective action to prevent recurrence of the appeal.
- p) Technical Manager / Chief Executive officer reviews the effectiveness of the action taken.
- q) LGSAPL ensures that investigation and resolution of appeal does not result in any discriminatory actions
- r) LPSAPL is responsible for all decision taken during the process of handling appeal

- s) LPSAPL ensures that the clients / CAHO and other interested parties / stakeholders as applicable are appropriately communicated on the progress in resolution of the appeal.
- t) Technical Manager ensures that the formal closure of the appeal is communicated to the client.
- u) Summary of appeals status are reviewed in the Management Review Meeting,

7.0 Process Outputs

Audit / Verification / validation Report or Revised Report

Audit Certificate or Revised Audit Certificate

8.0 Documented Information

Reference number	Title
Documented Information	
INSPB-R-05	Appeals register
	Emails and other communications related to Appeal

9.0 Reference

Clause Reference
ISO 17020: 7.5, 7.6
ISO 17029: 9.9, 9.10

10.0 Process Measurable

Appeals Vs Closed

Appeals VS No of Assessment / Audit conducted