



JSS International Certification Services

Procedure for Appeal, Complaint & Disputes

Purpose

To document, establish, implement and maintain the system for addressing Appeal, Complaints and Disputes received by JICS as per requirements of ISO/IEC 17021-1:2015, ISO 17021-2:2012, ISO 17021-3:2013, ISO /TS 22003:2013, & ISO 27006:2015 and other applicable international standards for certification bodies offering management system certifications

Scope:

This procedure is applicable to all appeal, complaints and disputes received by JICS related to its Management System Certification.

Responsibility:

Managing Director

Procedure:

1.0 Appeals

- Any client shall make an appeal to the managing director of JICS in respect of the following,
 - a) Non acceptance of client's application for certification
 - b) Granting, suspending, withdrawing or denying of certification

1.1 JICS shall record all appeals in document CC-10 and acknowledge the receipt of the appeal. All appeals shall be addressed within 30 working days from the receipt of the appeal and JICS shall provide the client with progress reports and the outcome.

1.2 All appeals are reviewed by the appeal panel constituted by Managing Director for each appeal. The appeal panel shall contain at least two members from JICS's auditor panel who have not been part of the audit and also not involved in certification decision or involved in the subject of the appeal. For appeal against the decision of the Managing Director the matter shall be referred to the chairman of the impartial committee for constituting the panel and taking the decision.



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1.3. The appeal panel shall investigate the appeal by looking into the records and / or talking to the appellant and JICS and shall take a decision taking into account the results of any previous such appeals. JICS gathers and verifies all necessary information to validate the appeal.

1.4. Based on the decision of the appeal panel JICS shall initiate appropriate correction and corrective action and the same recorded in CC-10, register for complaints, appeals & disputes.

1.5 JICS shall be responsible for all decisions at all levels of the appeal handling process. The decision on the appeal is reviewed and approved by Managing Director and is communicated to the client. This completes the appeal process and JICS shall also inform the appellant at this time about the closure of the appeal.

1.7. JICS shall ensure that the submission, investigation and decision on appeals shall not result in any Discriminatory action against the appellant

1.8 Information about appeal handling process of JICS is made publicly available through web site and / or document

2.0 Complaints

2.1. JICS shall receive, evaluate and make decisions on complaints while taking utmost care for confidentiality, as it relates to the complainant and to the subject of the complaint Information about complaint handling process of JICS is made publicly available through website document PD-02. The complaints handling process includes the following

a).an outline of the process for receiving, validating, investigating the complaint and for deciding what actions to be taken in response to it

b) tracking and recording complaints, including actions undertaken in response to them;

c) Ensuring that any appropriate correction and corrective action are taken.



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The Managing Director is responsible for gathering and verifying all necessary information to validate the complaint and all decisions at all levels of the complaints handling process.