

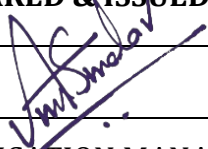
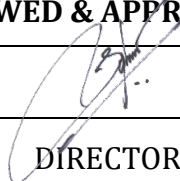


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**TITLE: PROCEDURE FOR APPEAL**

# Procedure for Appeal

## IIHR – MSP - 19

<b>PREPARED &amp; ISSUED BY</b>	<b>REVIEWED &amp; APPROVED BY</b>
	
CERTIFICATION MANAGER	DIRECTOR



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## Amendment Record

DOC ISSUE	DATE	CHANGES AND REASON FOR MODIFICATION	APPROVAL
01	23.05.19	Initial Draft	Director

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CERTIFICATION MANAGER	DIRECTOR



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**1. PURPOSE**

The company has established, implemented and maintained this procedure to ensure that M/s International Institute of Human Resource effectively handles all appeals in an impartial manner.

**2. SCOPE**

The scope of this procedure covers receiving, handling & resolving all the appeals received by IIHR.

**3. RESPONSIBILITY**

The **HR & Marketing Executive, Certification Manager & Director** are responsible for implementation and management of this procedure.

**4. DESCRIPTION OF ACTIVITY**

- 4.1** Appeals are required to be submitted in writing, to the attention of the HR & Marketing Executive (Complaints & Appeals). Appeals received by any staff member (permanent, contractual and on probation) are to be informed to the HR & Marketing (Complaints & Appeals) for initiating the process.
- 4.2** Upon receipt of an appeal HR & Marketing Executive (Complaints & Appeals) will register the appeal. Appeals will be informed to the Director.
- 4.3** The HR & Marketing (Complaints & Appeals) will review the appeal in order to ensure that the same is pertaining to the Certification Activities of IIHR. In case the appeal is found to be valid, the HR & Marketing (Complaints & Appeals) will acknowledge the receipt of the same to the appellant in writing and provide them with an appeal number for reference.
- 4.4** The HR & Marketing (Complaints & Appeals) will assess the appeal and informed the concerned departmental representative for initiating necessary action.

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- 4.5 The HR & Marketing (Complaints & Appeals) will determine the Correction & Corrective Action steps to be taken and whether any Statement of Marks / Certificates already issued by IIHR pertaining to the appeal needs to be modified or not. If required, persons directly involved in conducting the activities (e.g. Examiners) may be contacted for obtaining details of the activities conducted.
- 4.6 The HR & Marketing (Complaints & Appeals) will inform the appellant regarding the status of progress on their complaint at intermediate stages.
- 4.7 On completion of the action taken, the Appeal Record will be updated by HR & Marketing (Complaints & Appeals) along with any necessary CAPA Reports.
- 4.8 The appellant will be provided with an Action Taken Report which will formally indicate the closure of their complaint / appeal.
- 4.9 Appellant shall be informed in writing about the output/decision of the appeals-handling process.
- 4.10 Any new appeal received from the customer regarding the same certification conducted after the closure of the appeal will be treated as a new appeal.
- 4.11 Proper records for appeals process shall be retained.

**5. REFERENCES:**

- ☞ Appeal Acknowledgement - IIHR-QF-38
- ☞ Appeal Record - IIHR-QF-39
- ☞ Appeal Action Taken Report - IIHR-QF-40

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