

## Appeals and Disputes

The Company has the right to Appeal against any Certificate Decision made by ACS Registrars Pakistan (Pvt.) Ltd., for example a decision to Withdraw Certification or a failure to grant Initial or Re-Certification. The Company also has the right to Appeal against any Non-Conformances raised by the Audit Team during an Audit.

If the Company does not accept either the Certificate Decision of ACS Registrars Pakistan (Pvt.) Ltd., or the Audit Team findings, they shall refer to the Appeals and Complaints Information Section, provided within the ACS Registrars Pakistan (Pvt.) Ltd. Audit Report, detailing the appropriate procedure for the submission of a formal Appeal.

Written notification of the intention to Appeal must be made and received by ACS Registrars Pakistan (Pvt.) Ltd. within seven days of the Certificate Decision, or the issuance of the Audit Team's Report.

An Appeals Form shall be sent, by ACS Registrars Pakistan (Pvt.) Ltd, to the Company for completion and must be returned to ACS Registrars Pakistan (Pvt.) Ltd, including with it any supportive documentation/ information for consideration during the Appeals Procedure, within 14 days of receipt.

All Appeals shall be forwarded to ACS Registrars Pakistan (Pvt.) Ltd. Accredited Office to investigate the documentary evidence and the causes of the Appeal. Should the Accredited Office reject the Appeal it shall be forwarded to the ACS Registrars Pakistan (Pvt.) Ltd. CEO for review.

Should the CEO investigate the documentary evidence and reject the Appeal, the Appeals Committee, drawn from the independent members of the Impartiality Committee, shall investigate the documentary evidence and consider the Appeal. The Company shall be advised of the names of the Impartiality Committee Appeals Committee members who shall review the Appeal, and the Company has the right to dispute the members of the Appeals Committee by formal notification of their dispute. This dispute shall be reviewed by the Chair of the Impartiality Committee, or by the Vice-Chair if the Chair is a member of the Appeals Committee. The result of the Appeals Committee review shall be notified to the Company.

The decision of the Impartiality Committee shall be final and binding on both the Company and ACS Registrars Pakistan (Pvt.) Ltd. Once the decision regarding an Appeal has been made, no counter-claim by either party in dispute can be made to amend or change this decision.

For all upheld Appeals, investigations shall be conducted to develop the necessary Corrective and Preventive actions and to assess the effectiveness of the Corrective and Preventive Actions. In instances where the Appeal has been successful and the Certificate issued or reinstated, no claim can be made against ACS Registrars Pakistan (Pvt.) Ltd. for reimbursement of costs or any other losses incurred. The Company shall not suffer any discriminatory actions as a result of their Appeal.

## APPEAL FORM

We sincerely thank you for selecting ACS Registrars Pakistan (Pvt.) Ltd. for certification / inspection / training services. We seriously value our client's feedback to continuously improve our quality of services. In case you wish to make a formal appeal regarding our services please complete this form and return to the ACS Registrars Pakistan (Pvt.) Ltd. Lahore Office.

### Appellant Details:

Name \_\_\_\_\_ Designation \_\_\_\_\_

Organization \_\_\_\_\_

Contact # \_\_\_\_\_ Email \_\_\_\_\_

### Appeal Against: (Tick the relevant)

- Certification Decision
  - Initial Audit
  - Surveillance Audit
  - Re-certification audit
  - Transfer audit
- Inspection Services
- Product Services
- Certification of Person
- Any other(s) \_\_\_\_\_

### Appeal Description

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### Any Document (attachment)

- Yes
- No

\_\_\_\_\_  
Signature of the Appellant

\_\_\_\_\_  
Submission Date