



KNOWLEDGE MAG
CERTIFICATIONS

KMC-PTP-02

Appeal | Complaint Process

1.0 PURPOSE

Purpose of the process is to ensure effectiveness and the efficiency of appealing process and to provide information to the interested parties regarding the process.

2.0 SCOPE

Process is applicable to HR administration (Back office) – Operations and to all the clients who are planning to go for an appeal through KMC

3.0 RESPONSIBILITY

MD , and Advisory committee are functionally responsible to complete the appeal process from KMC end. Clients are responsible to provide adequate and correct information as per the requirements.

4.0 INPUTS

- Appeal form

5.0 OUTPUT

- Confirmed appeal from KMC end

6.0 PROCESS

A client may appeal following a decision made during the certification process. In the event of a verbal appeal, the client shall be requested to confirm their appeal in writing, with details of their reasons for appeal. An appeal may also occur;

- After an Auditor leading an assessment has made a decision not to recommend certification, as per Audit and Certification Procedure,
- When a decision is made either;
- not to accept a recommendation for certification and/or extension to scope, or
- to reduce or withdraw certification as per Certification Decision Procedure,
- Following the review of a complaint.



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The appeals process follows two stages; **Stage 1: Initial Investigation**

- Attempt to resolve the appeal, where possible, and indicate a 'closed' date. This may involve;
- Discussions with KMC staff and an examination of all the relevant documentation and reports and/or
- An assessment visit to obtain further evidence, or to check the authenticity of a decision or recommendation made.
- Send a formal written reply to the appellant, notifying them of the decision regarding their appeal.
- If the results have already been discussed with the client during the subsequent assessment visit the findings will be recorded in the assessment report.

Note: MD| DC will only attempt to resolve the appeal where they have not been included in the decision-making process or the process related to appeal.

Stage 2: Advisory Committee

- MD| DC will convene an advisory committee comprising available members of the Advisory Committee to investigate the appeal if the client is still dissatisfied with the outcome, and
- Send letter to the appellant notifying them of the decision regarding their appeal.
- The outcome of the investigation, and any remedial action required, shall be recorded within the client's file.
- The effectiveness of the corrective actions taken is also assessed at management review as per the conformity assessment Manual.

Decision reached by the advisory panel will be final.