	BHUTAN STANDARDS BUREAU MANAGEMENT SYSTEMS CERTIFICATION SCHEME	MANAGEMENT SYSTEM PROCEDURES
	DOC: BSB MSCS-P 9.7-01	ISSUE: 01

PROCEDURE FOR APPEALS HANDLING

1. PURPOSE

This procedure describes the activities to ensure that appeal, are promptly dealt with.

2. SCOPE

This covers Management System Certification services.

3. DEFINITIONS

3.1 Appeal: any request for review that is conveyed in writing, against a decision made by MSCC taking into consideration the explanation provided by the client. This may be either during the course of audit at the client's premises or any work pertaining to certification.

3.2. Appeals can be due to:

- refusal of an audit by MSCS
- non acceptance of scope of certification;
- decisions made on misuse, suspension, withdrawal, cancellation, extending and reducing the certification;
- failure to recommend certification by the Certification Committee
- notification by any third party/interested party against the grant of certification by MSCS.


4. RESPONSIBILITIES

4.1 HEAD, MSCS- Also MR is responsible for day-to-day operations of MSCS and quality management systems implementation within GSB MSCS.

4.2. Appeals Committee – Appeals Committee appointed under section 17 of the Bhutan Standards Act 2010 is responsible for addressing appeals. The composition and terms of reference for this committee is same for both product certification and management system certification.


5. PROCEDURE

Clause No	Task	Responsibility
5.1	Receipt, validation and registration	
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5.1.1	Receipt of the appeal on prescribed format with prescribed fee and within 90 days of the decision taken and provide the appellant with progress reports and the outcome.	HEAD, MSCS
5.1.2	Validate the appeal that it really relates to decisions of MSCS and should be handled	HEAD, MSCS
5.1.3	After validation register the appeal and acknowledge to the appellant and treat as confidential.	HEAD, MSCS
	The appeal shall be logged electronically/hard copy and given a unique number for reference and identification	HEAD, MSCS
5.2	Processing and resolution of appeal	
5.2.1	Decide to request the Appeals Committee to investigate the appeal and give a final decision.	Director General
5.2.2	Send meeting notice for convening of the Appeals Committee atleast 15 days before the hearing date	Director General
5.2.3	Take confidentiality statement from members of the Appeals Committee stressing need not to disclose either all or part of the proceedings to a third party.	Director General
5.2.4	The Appeals Committee shall sit for as many sessions as deemed necessary in order for them to reach a sound judgment	Appeals Committee
5.2.5	Track and maintains a record of all appeals along with remedial actions pertaining to the certification system	HEAD, MSCS
5.2.6	Keeps the appellant updated about the progress and outcome.	HEAD, MSCS
5.3	Follow up	
5.3.1	A formal notice of conclusion of the appeal handling process shall be provided to the appellant.	HEAD, MSCS
5.3.2	Identify problems requiring any actions to prevent recurrence of the appeals situation for corrective action commensurate with the nature and risk involved. These include measures such as: <ul style="list-style-type: none"> • restoring conformity to the certification system process • assessing the effectiveness of remedial/corrective actions taken. 	HEAD, MSCS

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6. REFERENCES

Doc:BSB MSCS-P6.2-01 Procedure for management of impartiality and conflict of interest.

Doc: BSB MSCS-G9.7-02 Guidelines for Appeals Committee.

Doc: BSB MSCS-F9.7-01 Form for Appeal handling.

Doc: BSB MSCS-F9.7-02 Format for Appeals register.

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