

PROCEDURE	The Management of Appeals	ISO-P-14
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1 Purpose

- 1.1 Any person with an interest in the Best ISO certification process including all clients of Best ISO has the right to appeal against any decision made by Best ISO at any stage of registration.
- 1.2 Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant.

2 Responsibilities: Please refer to P-01-Organization and Responsibility

3 Flowchart: omitted

4 Process

- 4.1 Best ISO will not take any action on objections or grievances until a dispute or grievance is resolved.
- 4.2 Written submissions are required for appeals. The VM will follow up within 7 days, and Best ISO will try to provide a satisfactory response to the customer. The above record VM must be communicated in writing to the ICB.
- 4.3 The OM should inform the complainant that if they are not satisfied with the decision of VM and ICB, they will need to file a complaint again.
- 4.4 Once the BEST ISO grievance has been confirmed, the formal grievance process will begin, and all grievance details will be forwarded to the ICB Chair (see QM-03 Independent Verification Board (ICB)). The decision of the ICB is binding on Best ISO.
- 4.5 Within 28 days of receipt of the notice of appeal, a Grievance Committee shall be established.
- 4.6 The Grievance Committee is composed of 3 members selected from the ICB staff, none of whom are BEST ISO employees. Nor shall any member of the Grievance Committee have any vested or commercial interest in the appeal.
- 4.7 If the complainant objects to the members of the Appeals Board, the ICB Chairman will consider his or her reasons and make a recommendation.
- 4.8 Members of the Grievance Committee will sign a confidentiality statement confirming that there are no conflicts of interest.
- 4.9 The ICB Chairman shall determine when and where the Appeals Committee should be convened. VM will notify the complainant of the

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identity of its members prior to the meeting of the Appeal Board and provide the complainant with an opportunity to raise an objection.

- 4.10 The Committee must have the relevant professional and legal expertise to deal with the complaint. Therefore, it may be necessary to seek individuals from within or outside Best ISO to attend meetings as consultants.
- 4.11 The Appeals Board will establish its own rules of procedure and may allow the complainant and/or Best ISO to appear before the Appeals Board and present their case.
- 4.12 The decision of the Appeals Committee will be final and will be communicated to the ICB Chairman and then to the VM.
- 4.13 VM will notify the complainant in writing of the decision of the Appeals Board within 5 working days.
- 4.14 The ICB shall not modify or in any way alter the decision of the Appeals Board.
- 4.15 The VM shall keep a record of the appeal, the final decision, and the basis for that decision.

5 Reference:

QM-03 The Independent Certification Board (ICB)

Records of Amendments

Date of revision	Edition	Revise the page number	Revisions
2021/03/30	2	all	

PROCEDURE	The Management of Complaints	ISO-P-15
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1 Purpose

1.1 This procedure applies to all complaints and disputes received by Best ISO.

1.2 A customer complaint is defined as any customer dissatisfaction related to Best ISO services. Communicate it in writing to Best ISO employees. For example, a telephone consultation does not constitute a complaint, and when formal, the complaint must be communicated in writing to keep a record of the problem and to avoid verbal misunderstandings.

2 Responsibilities: Please refer to P-01-Organization and Responsibility

3 Flowchart: omitted

4 Process

4.1 Best ISO Handling Complaints against

4.1.1 For all complaints received:

- The recipient should fill in and forward it to the VM together with a copy of the letter received.
- The VM shall acknowledge receipt of the complaint to the complainant.
- The VM should coordinate a full investigation. The investigation should include a root cause analysis to promote effective corrective and preventive measures.
- When necessary, the investigation should include a review of customer records and interviews with appropriate personnel.
- The complainant shall be informed of the results of the investigation.
- The VM should keep the full set of letters and findings. Make it clear whether the complaint is valid or invalid.

4.1.2 After receiving the complaint, send it directly to the VM. CM shall:

- Where applicable, forward all correspondence and customer review forms to GCM, GOM, GVM, as specified in the enablement procedure
- Acknowledge receipt of the complaint to the complainant.
- Enter the following information in the complaint log.
 - Reference number
 - Date of receipt
 - Complainant
 - Description of the complaint
 - About the person being complained about
 - conclusion
 - Complete the complaint coordination date
- Keep information about each complaint in the complaint file.

4.1.3 Complaints against Best ISO customers

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4.1.3.1 Complaints against Best ISO customers will be handled as described above.

4.1.3.2 The handling of complaints against Best ISO customers will not normally include an investigation of the cause. However, the customer shall be informed and a copy of all relevant correspondence shall be sent to the customer and the customer shall be requested to take appropriate corrective and preventive measures. The auditor is also required to confirm that the customer has completed the appropriate corrective and preventive measures during the next follow-up audit.

4.1.3.3 The results of any investigation concerning Best ISO customers shall be kept confidential and shall not be disclosed to the complainant unless authorized in writing by the customer.

4.1.3.4 GCM/GOM/GVM/CM shall give the client a written reply stating that action has been taken. and continue to improve in the next scheduled audit.

4.2 Complaints affecting customers

4.2.1 If a complaint is filed about an act that may affect the eligibility of a customer certificate, the issue will be referred to the VM. When informing the client of the outcome of his investigation, the Verification Manager shall also inform the client of his right to make representations to the Verification Body (see BEST ISO-P-14 Grievance Management).

4.2.2 If the client is not satisfied with the proposed solution, OM confirms with the client whether he intends to appeal to the ICB and informs him of the process (see BEST ISO-P-14 The Management of Appeals).

5 Reference

ISO-P-14 The Management of Appeals

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