
 <b>P.T. IAPMO GROUP INDONESIA</b>	<u><b>APPEAL PROCEDURE</b></u>		
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## 1.0 Purpose

- 1.1 This policy describes the process applied to ensure that each client is provided an unbiased forum where appeals can be evaluated and decisions can be reached in an objective equitable manner. Any submission, investigation, and decision on appeals shall not result in any discriminatory actions against the appellant.
- 1.2 Any client that sees itself aggrieved by a decision of a Registration Committee, may appeal such decision to the Appeal Committee. An appeal is undertaken by filing a Notice of Appeal and a filing fee of one thousand dollars (\$1,000.00). This fee is refunded to the client if the appeal is decided in favor of the appellant.

## 2.0 Responsibility

- 2.1 General Manager of Management System Certification is responsible for the following:
  - 2.1.1 Acknowledge, validate, and investigate the Notice of Appeal.
  - 2.1.2 Forward the Notice of Appeal to the Appeal committee.
  - 2.1.3 Setting the hearing date which should be no later than sixty (60) days from the date PT IAPMO Group Indonesia received the Notice of Appeal. The appellant is contacted if for some reason it takes longer than sixty (60) days to set up the hearing date.
  - 2.1.4 Appointing a minimum of three persons to form an Appeals Committee responsible for hearing the appeal and rendering an objective decision of the appeal. PT IAPMO Group Indonesia ensures that the persons engaged in the appeals-handling process are different from those who carried out the audit(s) and made the certification decision(s).
  - 2.1.5 Inform the appellant about the composition of the Appeals Committee and the hearing date, time and place, thirty (30) days prior to the hearing. At this time, the appellant may challenge the composition of the Appeals Committee.

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2.1.6 General Manager of Management System Certification may exclude the Appeals Committee member(s) from the composition of the Appeals Committee when the appellant challenges member(s) with appropriate reasons.

2.1.7 Inform the appellant, in writing, about the outcome of the hearing.

2.1.8 Track and record all notice of appeals received, including actions undertaken to resolve them.

2.1.9 Ensure that any appropriate correction and corrective action are taken to resolve the appeal.

2.2 The client (appellant) is responsible for the following:

2.2.1 The appellant is to write General Manager of Management System Certification a Notice of Appeal through any media (email, fax, letter, etc).

2.2.2 When challenging the composition the Appeal Committee, the Appellant shall provide appropriate reason(s).

### **3.0 The Notice of Appeal**

3.1 The Notice of Appeal need be in no particular form but it must contain a brief statement showing:

3.1.1 The grounds upon which the appellant claims to have been aggrieved by the decision.


3.1.2 The relief sought by appellant.

3.1.3 The reason why such relief should be granted.

### **4.0 The Appeal Committee**

4.1 The appeal committee is responsible for:

4.1.1 Provide an unbiased forum for appeal review.

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4.1.2 Render decisions on appeals presented by General Manager of Management System Certification or designee.

4.2 Each member has an equal vote.

4.3 The members must not have direct involvement in the decision under appeal nor shall have direct interest in the outcome of the decision.

4.4 The appeal committee is of Ad-hoc nature.

## **5.0 Hearing**

5.1 The Appeal Committee reviews, discusses and votes on the appeal. The Appellant, at his/her own expense, will be allowed to witness this appeal.

5.2 The minutes of the hearing are taken and will be kept, as a record, with other client's documentation for future use or reference.

## **6.0 Associated Documents**

ISO FORM 057 Corrective Preventive Action Report