	INDIAN COUNCIL OF FOOD AND AGRICULTURE (ICFA) - AGROCERT		PROCEDURE
DOC. ICFA-AC-PR-7.13.02	ISSUE 01	REVISION 00	01 SEPTEMBER 2016

## **PROCEDURE FOR APPEALS HANDLING**

### **1. PURPOSE**

To establish procedure for appeals handling.

### **2. SCOPE**

This covers all procedure for appeals handling during the operation of product certification by ICFA-AC.

### **3. RESPONSIBILITY**

**Appeals Committee** is responsible for handling appeals and satisfactorily resolving them

Director Certification is responsible for providing secretariat for the appeals committee and is a member secretary to complaints committee

## **ACTIONS AND METHODS TO ACHIEVE SYSTEM ELEMENT REQUIREMENTS**

**7.13.1** ICFA-AC has a documented process to receive, evaluate and make decisions on complaints and appeals. ICFA-AC shall record and track complaints and appeals and actions undertaken to resolve them.

**7.13.2** Upon receipt of a complaint or appeal, ICFA-AC shall confirm whether the complaint or appeal relates to certification activities for which it is responsible, and if so, shall deal with it.


**7.13.3** ICFA-AC shall acknowledge receipt of a formal complaint or appeal.

**7.13.4** ICFA-AC is responsible for gathering and verifying all necessary information (to the extent possible) to progress the complaint or appeal to a decision.

**7.13.5** The decision resolving the complaint or appeal shall be made by, or reviewed and approved by, person(s) not involved in the certification activities related to the complaint or appeal.

**7.13.6** To ensure that there is no conflict of interest, personnel who have provided consultancy (3.2) for, or been employed by a client, including those acting in a managerial capacity, shall not be used by ICFA-AC to review or approve the resolution of a complaint or appeal for that client within two years following the end of the consultancy or employment.

**7.13.7** Whenever possible, ICFA-AC gives formal notice of the outcome and end of the complaint process to the complainant.

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**7.13.8** ICFA-AC gives formal notice of the outcome and end of the appeal process to the appellant.

**7.13.9** ICFA-AC takes any needed subsequent action to resolve the complaint or appeal.

## REFERENCES

ICFA-AC-PR7.13-01 Procedure for complaint handling

ICFA-AC-PR7.13-02 Procedure for appeals handling

ISO 10002:2004 Quality management-Customer satisfaction - Guidelines for complaints handling in organizations