

PUBLIC POLICY Appeals and Complaints

Appeals

Responsibility

Appeals will be handled by Verisys Registrars President, or impartial designee.

Submission of Appeals

To appeal certification decisions or audit finding reports a client shall submit the appeal in writing (email or hardcopy) to Verisys Registrars within 30 days of the registration decision.

Verisys Registrars is responsible for all decisions at all levels of the appeals-handling process.

Upon receipt of an appeal, Verisys Registrars will log the appeal. The President of Verisys Registrars or an impartial designee will acknowledge receipt of the appeal by written (email or hardcopy) correspondence with the client.

Appeals Process

Appeals are resolved through submission to The President of Verisys Registrars or an impartial designee. The personnel engaged in the appeals-handling process are different from those that carried out the audits and made the certification decisions of those clients making the related appeal in order to maintain impartiality. The Appeals members should have direct workplace experience and/or knowledge in the company's sector industry, as supported by their experiences or resume. The Appeals members may consist of external experts if deemed necessary. The members of the Appeals process are under obligation of confidentiality concerning anything that might come to their knowledge during their function, with regards to Verisys Registrars, or the personnel or business situation of the appellant. The appeals panel is responsible for validating, investigating, and documenting the resolution of the appeal. Appeals panel members will make judgment based on facts and evidence provided. The Appeals members may elect to hear oral testimony from both parties. A review of similar prior appeals if in existence may be used as a basis for review of the current appeal.

The President of Verisys Registrars or an impartial designee will provide ongoing progress reports of the appeal to the appellant and the outcome.

The decision related to the outcome of the full and thorough investigation shall be documented in the Verisys Registrars appeals log and corrective action as a result of the appeal. Corrective actions or results are reviewed and approved by Verisys Registrars President or an impartial designee, who will forward it to the client within 30 working days of receipt of the appeal. This communication will also inform the client of the provisions for escalation. Fees incurred resulting from this escalation are recoverable from the appellant in the case of final rejection.

The Verisys Registrars team assigned to a specific appeal must ensure that there are no negative or discriminatory actions against the client.

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Escalation process

The client can appeal the decision to a higher level by presentation to a Impartiality committee that will be formed of members not involved in the prior appeal for consideration.

Impartiality Committee representatives are selected by the Verisys Registrars top management and which may be the Impartiality Committee members themselves.

The Verisys Registrars Impartiality Committee will review all documentation pertaining to the appeal, including the results of previous investigation(s) and decision(s).

The Impartiality Committee will provide ongoing progress reports of the appeal to the appellant and the outcome.

The decision related to the outcome of the investigation shall be documented and forwarded to the client within 30 days of receipt of the escalated appeal.

The decision of the committee is to be considered the final decision by Verisys Registrars.

If further escalation is deemed necessary due to the client not being satisfied with the contested appeal, the client may file an appeal with Verisys Registrars' accreditation bodies.

Complaints

Responsibility

Complaints will be handled by Verisys Registrars President, or impartial designee.

Process

To submit a complaint a client can contact Verisys Registrars by via telephone, email, mail, or contact us form on the Verisys Registrars website. Any complaint will be documented by Verisys Registrars.

The complaint handling process is to be considered confidential.

Upon receipt of a complaint, Verisys Registrars will log and acknowledge the complaint within 5 working days of receipt in writing (email or mailed letter). The complaint will be reviewed for validity, if it is valid it will be assigned to designated personnel within Verisys Registrars management for investigation and resolution. If the complaint is deemed invalid, the complainant will be rejected, and the interested party will be notified in writing of the rejection and any reasons for the rejection of the complaint.

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Verisys will take any necessary corrective actions related to the complaint, whether against Verisys Registrars' certification activities or against the certified client.

When the complaint is against a certified client, the subject of the complaint will not be made public unless all involved parties decide together as to what extent the subject of the complaint and the resolution shall be made public.

Complaint Review

Complaints are resolved through an investigation and validation process with decisions made by Verisys Registrars top management on what actions are to be taken in response to the complaint. Verisys Registrars is responsible for the gathering of and verifying all necessary information to validate the complaint.

Complaints received from Certification Bodies, Sector Authority Organizations, or clients' customers may require an on-site investigation review visit within 30 days from receipt of the complaint. When an on-site investigation review visit is necessary, the lead auditor will be provided appropriate background information from operations to base the review. A report of the on-site investigation review visit will be documented.

Investigation of complaints related to certified clients shall include an examination of the certified client's management system effectiveness. This may result in a short-notice special audit to investigate complaints. This investigation may also lead to the suspension of the certification.

Verisys Registrars will notify the client of the receipt of a complaint against their certified system at an appropriate time as deemed necessary as to not impede the investigation.

At a minimum, annually, Verisys Registrars will analyze and document corrective action trends during management review.

Corrective Action Process

The Verisys Registrars process shall be followed when investigations into complaints indicate corrective action is necessary to eliminate the cause of the complaint.

Records

Verisys Registrars maintains records of complaints (including receipt, investigation, and any actions taken in response to complaints) in a complaint folder.

Records of complaints and related actions will be presented at Management Review Meetings that occur at a minimum annually.