



**International Quality And  
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IQAS-011

**Appeal Handling Procedure**

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## **1. Objective:**

To deal with appeal(s) received from the applicant Conformity Assessment Body (CAB) or accredited CAB in the field of testing, calibration and medical testing against adverse decision(s) taken by IQAS.

## **2. Scope:**

The appeal handling procedure covers appeal(s) by the CAB against adverse decision(s) taken by IQAS. Adverse decision(s) covers, though not limited to, instances of refusal in accepting the CAB application; refusal to conduct assessment; refusal to accept change in scope of accreditation; denial of accreditation; reduction of scope; suspension; debarment or any other adverse action taken by IQAS

## **3. Responsibility**

The person designated by the competent authority of IQAS or a competent designated authority assigned by him shall handle the **appeal** as per the procedure given below.

## **4. Reference**

Clause 7.13 of quality manual.

## **5. Procedure**

The procedure to be followed in handling appeal(s) will be as follows:

- 5.1** The CAB shall file the appeal with the competent authority of IQAS within 30 days form the issuance of formal letter by the IQAS for any kind of adverse action.
- 5.2** The designated person shall examine the appeal for its validity and if required may take expert advice with prior approval of competent authority of IQAS.
- 5.3** The designated person shall inform the appellant in writing acknowledging the receipt of the appeal and set up an independent Appeal Committee comprising of a Chairman along with two other subject matter experts.
- 5.4** The Appeal Committee shall be formed in a manner that none of the members from the Assessment team of the appellant CAB and the experts who were part of the Adverse Committee shall be the member of the appeal committee.
- 5.5** The Appeal Committee shall examine the appeal and the decision taken by IQAS. The dealing officer from IQAS for the appellant lab shall not be the part of appeal procedure. The designated person will present evidences to the Appeal Committee.
- 5.6** The outcome of the appeals shall be communicated to the appellant with prior approval of competent authority of IQAS.
- 5.7** Competent authority of IQAS shall monitor the progress of appeal handling.
- 5.8** The appellant CAB may withdraw its appeal at any time by written communication to IQAS designated person and the appeal may be closed with the approval of competent authority of IQAS.
- 5.9** If appeal is rejected by the appeal committee, no further appeal shall be entertained.
- 5.10** Investigation and decision on appeals will not result in any discriminatory actions against the appellant.

**Reference:** IQAS-FF-015: Appeal Record