

Appeals Handling Process Procedure

Appeals Handling Process

1. In the event of audit findings or a certification decision not being accepted by the certified client, an appeal shall be submitted to FCS in writing within 30 days of any certification activities carried out with the required information stated below to assist the process:
 - a. Name of the complainant;
 - b. Contact details;
 - c. Description of the subject of appeal; and
 - d. Supporting evidence (documents, personnel responsible for, dates or places etc.)
2. The Chairman (CB) of FCS has the final decision to accept the appeal application or to form an appeal panel based on the merit of the contents of the appeal. In the case of appeal, FCS will establish an appeal panel with two members whom did not take any part in the certification audit procedures. The constitution of appeal panel shall be informed to the appellant.
3. The appeal process including submission, investigation and decision making shall not result in any discriminatory actions against the appellant.
4. The appeal handling process shall include at least the following elements and methods:
 - a. An outline of the process for receiving, validating and investigating the appeal, and for deciding what actions need to be taken in response to it, taking into account the results of previous similar appeals;
 - b. Tracking and recording appeals, including actions undertaken to resolve them; and
 - c. Ensuring that any appropriate correction and corrective action are taken.
5. A meeting of an appeal panel shall be chaired by the Chairman (CB) of FCS and held within 30 days after notification to the appellant. The appellant will be given a notice of time and place of the meeting at least 7 days in advance. The appellant is entitled to attend the meeting. All members in the meeting of an appeal panel shall declare confidentiality and confirm any conflict of interest on the appeal handling process.

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Appeals Handling Process (cont'd)

6. Upon receipt of the appeal request, FCS shall register the details of appeal and verify the document for completeness. Additional supporting documentary may be asked if necessary. Once the documents are completely received, FCS will acknowledge receipt of the appeal request. FCS shall report the progress to the appellant and the whole process of appeal will normally be finalized within 3 months.
7. The decision of the appeal meeting will be communicated to the appellant by the Chief Executive (CE).
8. FCS shall inform the appellant of the findings and final decision in writing within 30 days after the appeal panel meeting held.

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