


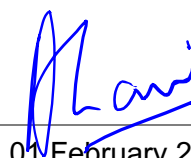
APPEALS AND DISPUTES PROCEDURES AAD-PRO-10

Harvestnet Sdn. Bhd.

APPEALS AND DISPUTES PROCEDURES (AAD-PRO-10)

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Reviewed by: Ir Aida Razana Omar General Manager Harvestnet Sdn Bhd	Approved by : Abdul Ghani bin Zainal Abidin COO Harvestnet Sdn Bhd
Signature : 	Signature : 
Date : 01 February 2020	Date : 01 February 2020

1. PURPOSE

This procedure applies to safeguard that appeal and disputes are handled effectively and in accordance with the requirements of company policy and standard requirement.

2. SCOPE

This procedure is applicable to all appeals and disputes related to provision of certification services by HNCA.

3. REFERENCES

ISO/IEC 17065: 2012 Conformity assessment – Requirements for bodies certifying products, processes and services

4. DEFINITION

Appeals – An application made by a client who does not accept a decision of HNCA on a product certification

Disputes – An application made by a client who does not accept a certain finding of HNCA

Appellant – A client who appeals against the decision made of HNCA

5. DETAILS OF PROCEDURE

No.	Action	Responsibility	Relevant Documents
5.1. Disputes			
a)	Any client who does not accept the findings in conformity report may request a review of the findings within 14 working days of receipt of the report. Request shall be made in writing.	Client	Letter of appeal
b)	The findings raised shall be reviewed, investigated and decided. All parties involved in the investigation and decision making shall not have been involved in the issue under consideration. A decision shall be made within 14 working days.	COO / Quality Unit	AAD-FM-10/1
5.2. Appeals			
a)	If client does not agree with a decision made by HNCA or, in the case of verification, the client may appeal to HNCA in writing within 14 working days of announcement of the decision.	COO / Quality Unit	Letter of appeal
b)	If the appeal is not valid, the client will be informed accordingly.	COO / Quality Unit	AAD-FM-10/1

No.	Action	Responsibility	Relevant Documents
5.3. Confidentiality			
a)	In handling appeals and disputes, confidentiality shall be provision as required.	COO / Quality Unit	HNCA-TAC-01/1
5.4. Review			
b)	In case any appeal has been resolved, the corrective action will be provided.	HNCA	AAD-FM-10/1

6. APPENDIX/RECORD

Document	Doc. Ref.	Location	Retention Period
Letter of appeal	N/A	File room	While client in service with HNCA
Appeal and Dispute form	AAD-FM-10/1	File room	

HNCA

(Company No.: 650668-A)

APPEALS / DISPUTES FORM

APPEALS AND DISPUTES PARTICULARS

Appeals / Disputes No.	
Name	
Address	
Tel. No.	
E-mail	
Details	
<div>(attach additional sheet(s) if necessary)</div>	
Recipient's Name	
<div>(Signature & Date)</div>	

Name of investigation officer	
Identification no.	
Date of investigation	
1. Investigation finding(s): (attach additional sheet(s) if necessary)	
2. From the above findings, appeals / disputes are found to be:	
<input type="checkbox"/> Valid	
<input type="checkbox"/> Not valid	
3. (.....section to fill in)	
Non-conforming report issued: <input type="checkbox"/> Yes NCR no.:	
<input type="checkbox"/> No	
Please state reason:	
.....	
.....	
.....	

☐

Need different corrective action / preventive action

Reason:

.....

.....

☐

Closed out

Review / Comments by COO:

Name:
(Signature & Date)