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IQAS-011

Appeal Handling Procedure

AMENDMENT SHEET

Sr. No.	Page No.	Clause No.	Date of Amendment	Reasons of amendment	Amendment details	Remarks	Approved by
1.	--	--	28.10.2026	Periodic Review as per document control procedure	Detailing as part of periodic review	Replaces previous issue 01 dated 20.11.2023	R.S. Rana
2.							
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1. Objective:

To deal with appeal(s) received from the applicant Conformity Assessment Body (CAB) or accredited CAB 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 in writing 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 person designated by the competent Authority shall examine the appeal for its validity and if required may take expert advice with prior approval of competent authority of IQAS.

5.3 Appeal Committee comprising of a chairman and at least two other members who are 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