

1.0 Applicable Standards

ISO 17021-1

2.0 Purpose

This procedure describes the approach to be used for establishment of the appeal process for client and Husk Registrars, LLC.

3.0 Scope

This procedure applies to the following:

- Pre-certification/Initial Audit
- Surveillance audits
- Recertification audits
- Special audits/Scope Expansion/Scope Reduction/Transfer (Non-MLA and MLA)

4.0 Authority and Responsibility

The President is responsible for ensuring that the appeals are done according to this procedure.

5.0 Procedure

Appeals



Appeals

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1. We aim to work with the Client to resolve any complaints raised. However, in the unlikely event that they are not satisfied with Husk Registrars, LLC's response they may register an appeal with the Impartiality Committee.
2. Husk Registrars, LLC will receive, evaluate and make decisions on appeals
3. Husk Registrars, LLC is responsible for all decisions at all levels of the appeals handling process. Husk Registrars, LLC ensures that the persons engaged in appeals handling process are different from those who carried out the audits and made the certification decisions.
4. Submissions, investigation and decision on appeals will not result in any discriminatory actions against the appellant.
5. The appeal handling process includes the following elements and methods:
 - a) an outline of the process for receiving, validating, investigating the appeal and for deciding what actions are 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;
 - c) ensuring that any appropriate correction and corrective action is taken.
6. Husk Registrars, LLC is responsible for gathering and verifying all necessary information to validate the appeal.
7. Husk Registrars, LLC will acknowledge receipt of the appeal and provide the appellant with progress reports and the outcome.
8. Decisions communicated to the appellant, are reviewed and approved by, an individual(s) not previously involved in the subject of the appeal.

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9. Husk Registrars, LLC will give formal notice of the end of the appeal handling process to the appellant.

