	GHANA STANDARDS AUTHORITY MANAGEMENT SYSTEMS CERTIFICATION SCHEME	MANAGEMENT SYSTEM PROCEDURES
DOC: MSCS-P9.7-01	ISSUE: 05	30 DECEMBER 2015

PROCEDURE FOR APPEALS HANDLING

1. PURPOSE

This procedure describes the activities to ensure that appeals are promptly dealt with in an acceptable manner.

2. SCOPE

This covers Appeals relating to the Management System Certification Scheme.

3. DEFINITIONS

3.1 Appeal: any request for review that is conveyed in writing, against a decision made by MSCS taking into consideration the explanation provided by the client. This may be either during the course of audit at the client's premises or any work pertaining to certification.

NOTE 1. An Appeal can be due to:

- refusal of an audit by MSCS
- non acceptance of scope of certification;
- decisions made on misuse, suspension, withdrawal, cancellation, extending and reducing the certification;
- failure to recommend certification by the Approval Committee

4. RESPONSIBILITIES


4.1 HSC/ MR - is the secretary to the committee and also responsible for the implementation of the quality management system.

4.2. Appeals Committee (ALC) - is responsible for addressing appeals.

5. PROCEDURE

Clause No	Task	Responsibility	Related Documents
5.1	Receipt, validation and registration		
5.1.1	Receipt of the appeal on prescribed format and provide the appellant with progress reports and the outcome.	HSC	MSCS-F9.7-01 MSCS-G9.7-01

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5.1.2	Check whether the appeal really relates to decisions of MSCS and should be handled	HSC	
5.1.3	Register the appeal and acknowledge to the appellant and treat as confidential.	HSC	MSCS-F9.7-02
5.2	Processing and resolution of appeal		
5.2.1	Refer the appeal to the appeals committee for resolution	HSC	
5.2.2	Plan a programme of action to resolve appeal.	ALC	MSCS-G9.7-01
5.2.3	Keeps the appellant updated about the progress and outcome of the committee.	HSC	MSCS-F9.7-03
5.2.4	Keep records and update register	HSC	MSCS-F9.7-02
5.3	Follow up		
5.3.1	A formal notice of conclusion of the appeal handling process shall be provided to the appellant.	HSC	MSCS-F9.7-03
5.3.2	Incorporate findings as input for management review meeting	HSC	MSCS-F10-05 MSCS -P10-02

6. REFERENCES

Doc: MSCS-G9.7-01 Guidelines for making an appeal.
 Doc: MSCS-G9.7-02 Guidelines for Appeals Committee.
 Doc: MSCS-F9.7-01 Form for Appeal handling.
 Doc: MSCS-F9.7-02 Format for Appeals register.
 Doc: MSCS-F9.7-03 Format for Appeals status register.
 Doc: MSCS-P10-02 Procedure for conducting Management review
 Doc: MSCS-F10-05 Meeting Notice for Management Review Committee

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