

Appeal Handling Process

The client may, through the appeals process outlined on the Exquisite Appeals webpage, request reconsideration of a decision made by Exquisite ISO for reasons concerning incompetent or prejudice assessment results, including disagreements pertaining to audit findings, severity classifications, assessment approach, and enforced deadlines.

Notification of the intention to appeal could be supported by relevant facts or data for consideration during the appeals evaluation. Possible methods to receive an appeal could include, but not limited to, the following: Exquisite ISO website form submission, email communication, verbal notification, commentary provided within customer satisfaction survey. The management team should seek out the following information, where appropriate, in order to assess the nature of the appeal:

- The name of the appellant
- Contact details for the appellant
- The application, audit, certification decision that is the subject of the appeal
- Description of the appeal

Those individuals involved in the evaluation of an appeals case should not comprise of the affected audit cycle assessment team composition. The results of the appeals process will not affect any relationships between the client organization and the certification body, especially actions that would be considered preferential or biased in nature.

Once the decision regarding an appeal has been made, no counterclaim by either party in dispute can be executed to amend or change this decision unless additional, relevant supporting documentation is provided for review. Where similar appeals are received, Exquisite ISO management team will consider the results of historical cases that have determined precedents when handling particular matters. In instances where the appeal has been successful and the certificate is issued or reinstated, no claim can be made against Exquisite ISO for reimbursement of costs or any other losses incurred as a result of the withholding, suspension, or withdrawal notification.