

	INTERNATIONAL STANDARDS REGISTRAR	Doc. Ref	ISR/PR/o8
	APPEAL PROCEDURE	Reviewed by	Director- Operation
		Approved by	Director - Certification
		Issue no	01
		Issued Date:	12/08/2025
		Rev No	00
Rev. Date		--	

1. Purpose and Scope

This procedure governs the handling of appeals related to certification decisions made by ISR, ensuring that all appeals are addressed in an impartial, timely, and documented manner, consistent with the requirements of ISO/IEC 17021-1.

2. Responsibility

The Board of Directors holds overall responsibility for the implementation, maintenance, and oversight of the appeals process.

3. Access to the Appeals Process

- The appeals procedure is publicly accessible via the ISR website.
- Clients are informed of the appeals procedure during the closing meeting of audits.
- Appeals can be initiated through the ISR website or by contacting ISR directly and submitting a completed appeal form.

4. Receipt and Logging of Appeals

- Upon receipt, appeals shall be recorded in the *Appeals Register*.
- ISR will acknowledge receipt of the appeal in writing (via email), and conduct an initial review to determine whether the appeal relates to ISR's certification activities and is within the scope of its management system scheme.

5. Initial Review of Appeal

- If the appeal is deemed **outside the scope** of certification activities, the **Director of Operations** shall reject the appeal and notify the appellant with a justification.

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- If within scope, the Director of Operations will forward the appeal to the Board of Directors for further action.

6. Establishment of an Independent Appeals Committee

- The Board of Directors will appoint an **Appeals Committee** comprising a minimum of **three members** who are:
 - Not involved in the certification decision under appeal.
 - Not employees of ISR or part of the Integrated Management Systems Certification Scheme.
 - Free from any commercial, financial, or other interest in ISR.
- The Appeals Committee will include:
 - Director of Administration
 - One professional from a government university
 - One professional from industry
 - The Customer Coordinator will act as secretary (without voting rights).

(ISR Currently is not formed appeal committee and impartial committee will taking care of appeal committee responsibilities until forming appeal committee in future)

7. Communication and Objection to Committee Composition

- The Customer Coordinator, in coordination with the Board, will schedule the appeal hearing and inform the appellant of the date, time, venue, and the composition of the Appeals Committee, with **at least seven (7) working days' notice**.
- The appellant may raise a written objection to the composition of the Appeals Committee. The Board will review and decide whether to accept or reject the objection, and revise the committee if necessary.

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8. Appeals Hearing and Deliberation

- The appeal hearing shall be conducted within **21 working days** of notifying the appellant.
- Both the appellant and the Appeals Committee have the right to present witnesses. Names and contact details of witnesses must be submitted in writing in advance.
- The Appeals Committee shall review all evidence objectively and independently.
- The committee's decision must be **unanimously endorsed and signed** by all members.

9. Notification and Closure

- The decision shall be submitted to the Board of Directors for administrative closure.
- The appellant shall be notified in writing of the final decision **within seven (7) working days** from the date of judgment.
- All records and documents related to the appeal shall be securely maintained in the *Appeals Register*.

10. Confidentiality and Impartiality

- All information related to the appeal shall be treated as confidential and handled in accordance with ISR's confidentiality policy.
- The appeals process shall be conducted impartially, ensuring that decisions are made independently of any personnel involved in the original certification decision.

11. Appeal Costs

- The Board of Directors will determine and communicate any applicable costs related to conducting the appeal, as appropriate.

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12. Resolution Timeline

- All appeals shall be resolved within a **maximum of two (2) months** from the date of receipt.

13. Finality of Decision

- The decision of the Appeals Committee, once endorsed and communicated, shall be **final and binding**. No further appeal will be entertained on the same matter.

Reference standards and documents:

1. Appeal form
2. Appeals register