

INFORMATION ON DISPUTES AND APPEALS PROCESS

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Document Owner: K.Y. Cheung

Approver: K.Y. Cheung

This process only applies to disputes and appeals related to Business Assurance activities

Purpose

To provide an overview of Intertek's process for receiving, evaluating, and making decisions on disputes and/or appeals.

Scope

Intertek has a comprehensive process to handle disputes & appeals. This process satisfies the requirements of both ISO/IEC 17021-1 and 17065. The process is to be used by Intertek and Intertek's clients who wish to dispute a nonconformity(ies) or a certification decision, including suspension, withdrawal and/or scope reduction. It also applies in the case of clients who are not satisfied with the results of the dispute process and wish to appeal the decision

Definitions

Dispute: A difference in interpretation of a requirement which justifies formal documentation for further evaluation.

Appeal: A formal request for reconsideration of any dispute decision

Note

Submission, investigation and decision on disputes and appeals shall not result in any discriminatory actions against the client filing the appeal and/or the dispute.

1. Disputes

- 1.1. A client wishing to dispute an Intertek decision shall, within 30 days of the decision, submit a dispute to Intertek by Email at: disputes.appeals.ba@intertek.com.
- 1.2. Within 10 business days of the receipt of the dispute, Intertek will acknowledge receipt of the dispute by formal correspondence with the client.
- 1.3. Competent personnel who were not involved with the audit and/or decision making process related to the dispute will perform the investigation. The investigation may include a review of the client's documented dispute, related reports, and consultation with the audit team members as well as with the client's management.
- 1.4. Intertek will document the decision related to the outcome of the investigation and forward it to the client within 30 working days of receipt of information related to the dispute. Intertek will also inform the client of right to appeal the decision.

2. Appeals

- 2.1. A client wishing to exercise its right to appeal a dispute decision shall, within 30 days of the dispute decision, submit the appeal to Intertek by Email at: disputes.appeals.ba@intertek.com.





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- 2.2. Within 10 business days of the receipt of the appeal, Intertek will acknowledge receipt of the appeal by formal correspondence with the client.
- 2.3. Appeals will be processed by a panel of three (3) members appointed by Intertek's management
- 2.4. The panel is responsible for investigating, validating, and documenting the resolution of the appeal. Members of the Appeals Panel will make judgment based on facts and evidence provided.
- 2.5. Intertek will document the decision related to the outcome of the full and thorough investigation and forward it to the client within 30 working days of receipt of the appeal.
- 2.6. The decision of the panel shall be the final decision of Intertek.