



Handling Procedure for Appeals and Complaints

5. Procedure

5.1 Receipt of Appeals

1. NOICE Academy Private Limited shall be responsible for all decisions made at every level of the appeals-handling process. NOICE Academy Private Limited shall ensure that the individuals involved in the appeals-handling process are different from those who conducted the audits or made the certification decisions.
2. The submission, investigation, and decision on appeals shall not result in any discriminatory actions against the appellant.
3. The appeals-handling process at NOICE Academy Private Limited shall include, at a minimum, the following elements and methods:
 - a) An outline of the process for receiving, validating, and investigating appeals, and for deciding the necessary actions to address them, while considering the outcomes of previous similar appeals.
 - b) A system for tracking and recording appeals, including actions taken to resolve them.
 - c) Ensuring that appropriate corrections and corrective actions are implemented.
4. NOICE Academy Private Limited shall be responsible for gathering and verifying all necessary information to validate any appeal it receives.
5. NOICE Academy Private Limited shall acknowledge receipt of the appeal and keep the appellant informed by providing progress updates and the final result of the appeal.
6. The decision communicated to the appellant shall be made by, or reviewed and approved by, individuals who were not previously involved in the matter related to the appeal.
7. NOICE Academy Private Limited shall provide formal notice to the appellant upon the conclusion of the appeals-handling process.

5.2 Receipt of Complaints

1. NOICE Academy Private Limited shall be responsible for all decisions at all levels of the complaints-handling process.
2. Submission, investigation, and decisions on complaints shall not result in any discriminatory actions against the complainant.
3. Upon receipt of a complaint, NAPL shall confirm whether the complaint relates to certification activities that it is responsible for and, if so, shall deal with it accordingly. If the complaint relates to a certified client, the examination of the complaint shall consider the effectiveness of the certified management system.
4. Any valid complaint concerning a certified client shall also be referred by NAPL to the certified client in question at an appropriate time.
5. NAPL, as the certification body receiving the complaint, shall be responsible for gathering and verifying all necessary information to validate the complaint.
6. Whenever possible, NAPL shall acknowledge receipt of the complaint and shall provide the complainant with progress reports and the result of the complaint. The decision to be



communicated to the complainant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint.

7. Whenever possible, NAPL shall give formal notice of the conclusion of the complaints-handling process to the complainant.

9. NAPL shall determine, together with the certified client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.

5.3 Assessment and Investigation

1. **Initial Assessment:**
 - Review the appeal or complaint to determine its validity and scope.
 - Ensure that the appeal or complaint falls within the scope of this procedure.
2. **Investigation:**
 - Conduct a thorough investigation to gather facts and evidence related to the appeal or complaint.
 - Interview relevant personnel and review documentation as necessary.
3. **Impartiality:**
 - Ensure that the investigation is conducted impartially and that any potential conflicts of interest are addressed.

5.4 Decision and Resolution

1. **Decision Making:**
 - Based on the investigation, the Certification Manager will make a decision regarding the appeal or complaint.
 - Decisions will be made based on evidence and in accordance with relevant policies and standards.
2. **Communication:**
 - Communicate the decision to the appellant or complainant in writing within 30 working days.
 - Provide a clear explanation of the decision and any actions to be taken or changes implemented.
3. **Follow-Up:**
 - Implement any necessary corrective actions or improvements as a result of the decision.
 - Monitor the effectiveness of these actions to prevent recurrence.

5.5 Appeal of Decision

1. **Further Appeal:**
 - If the appellant is dissatisfied with the decision, they may request a review by a higher authority within NOICE Academy Private Limited.
 - The request for further appeal should be made in writing within 15 working days of receiving the decision.
2. **Review:**
 - A higher authority or an independent review committee will review the appeal and make a final decision.



- The final decision will be communicated in writing within 30 working days.

(CEO)

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