Process Flow of Appeal

Appeal in writing by ETS Certified Clients

- Record Appeal Log and acknowledged appellant
- Dept Mgr to determine if the appeal is a trivial case or not, seeking approval from Top management.
- For all non-trivial cases, the top management shall designate a manager who is independent of the activities related to the appeal, to further investigate the appeal.
- Appointed manager shall conclude its investigation within one month, or otherwise agreed with the client and submit to Advisory committee for final decision.

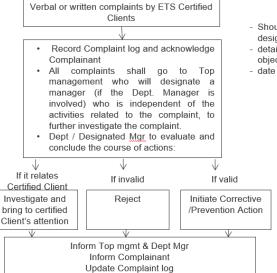
Inform Top Mgmt & Dept Mgr Inform Appellant Update Appeal Log Investigation should involve

- reviewing of all necessary information (such as manuals, procedures, audit reports and correspondence) within its hands
- make all institutional arrangements under its control (such as arranging for auditors/ appellants/ interested parties to be interviewed) to aid the investigation

- If appellant is not satisfied with the outcome, they can escalate to the Accreditation body



Process Flow of Complaints



- Should have the name of person complaining, his designation and company; nature of complaints;
- details of complaints should, where possible, include objective evidences to support the complaints;
- date of signatory of the person complaining.

If complainant is not satisfied with the outcome, they can escalate to the Accreditation body

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