

TSI Quality Services



**HACCP Certification Appeals
Standard Operation Procedure
TSI-HACCP-SOP-02**

1. Purpose:

TSI provides a mechanism for clients to lodge appeals if they object to the result of a certification audit. The appeals process is disclosed publicly to ensure all clients (and other stakeholders) understand their rights. This procedure outlines how appeals are handled.

2. Scope:

This procedure is applicable for all TSI certification clients.

3. Responsibility:

All TSI team members can receive the formal appeal letter, the Quality Director is responsible to handle all the appeals.

4. Procedure:

4.1. Appeals process

Step	Details	In-charge	Related Documents	Remarks
1	Receiving an appeal from the client.	QD Deputy	TSI-HACCP-F-05-01_Certification Appeal Template	You can download the form using the link: http://www.tsiquality.com/wp-content/uploads/2018/01/TSI-HACCP-F-05-01_Certification Appeal Template.doc
2	Appeal validating and investigating	QD/ QD Deputy	TSI-HACCP-F-05-01_Certification Appeal Template	<ul style="list-style-type: none"> - If the Quality Director was the involved auditor; then the General Director will lead the investigation. - QD/ QD Deputy will be responsible to gather and verify the information.
3	Submit the appeal report to the certification committee	QD Deputy	TSI-HACCP-F-05-01_Certification Appeal Template	Any obtained documents during the investigation should be submitted to the certification committee

4	Decision making	CC ⁱ	TSI-HACCP-F-05-01_Certification Appeal Template	<p><i>Previous similar appeals should be considered.</i></p> <p><i>The report should be completed and recorded in QMS.</i></p>
5	Take the necessary actions and save it in our records.	QD/ QD Deputy	<p>TSI-QMS-F-06-02_Corrective Action Report</p> <p>TSI-HACCP-F-05-01_Certification Appeal Template</p>	<p><i>Actions taken shall not result in any discriminatory actions against the appellant.</i></p>
6	Communicate the result to the client and save the appeal form to QMS Records.	QD Deputy		<p><i>Formal notice via email.</i></p>

End of the document.

ⁱ Certification Committee