



## TQ Cert Services Pvt. Limited

PROCEDURE MANUAL

APPEALS & DISPUTES

Procedure No.PrCB-P10

Rev. No. 01

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### 1. PURPOSE

1.1 To outline the procedure for appeals and disputes.

### 2. SCOPE

2.1 Applies to all TQ cert Services Pvt. Limited registered Schools / Interested Parties (Appellant).

### 3. APPEALS HANDLING

3.1 The decision resolving the appeal shall be made by or reviewed and approved by persons not involved in the certification activities related to the appeal.

3.2 To avoid conflict of interest personal including in the administration who has provided consultancy for the School or been employed by the School shall not be used by TQ cert Services Pvt. Limited to review or approve the resolution of the appeal for that School within two years following the end of the consultancy or employment.

3.3 Upon receipt of the appeal, TQ cert Services Pvt. Limited shall confirm whether the appeal relates to certification activities for which it is responsible and if so shall address it as per the process documented below. In case the appeal is not related to the TQ cert Services Pvt. Limited certification activities, the same will be informed to the appellant.

3.4 The appeal is acknowledged to the appellant and in case if appeal is related to the TQ cert Services Pvt. Limited activities, the progress reports shall be provided from time to time as per the process documented below.

3.5 TQ cert Services Pvt. Limited is responsible for gathering and verifying all necessary information including previous similar appeals and the progress of the appeal up-to the decision

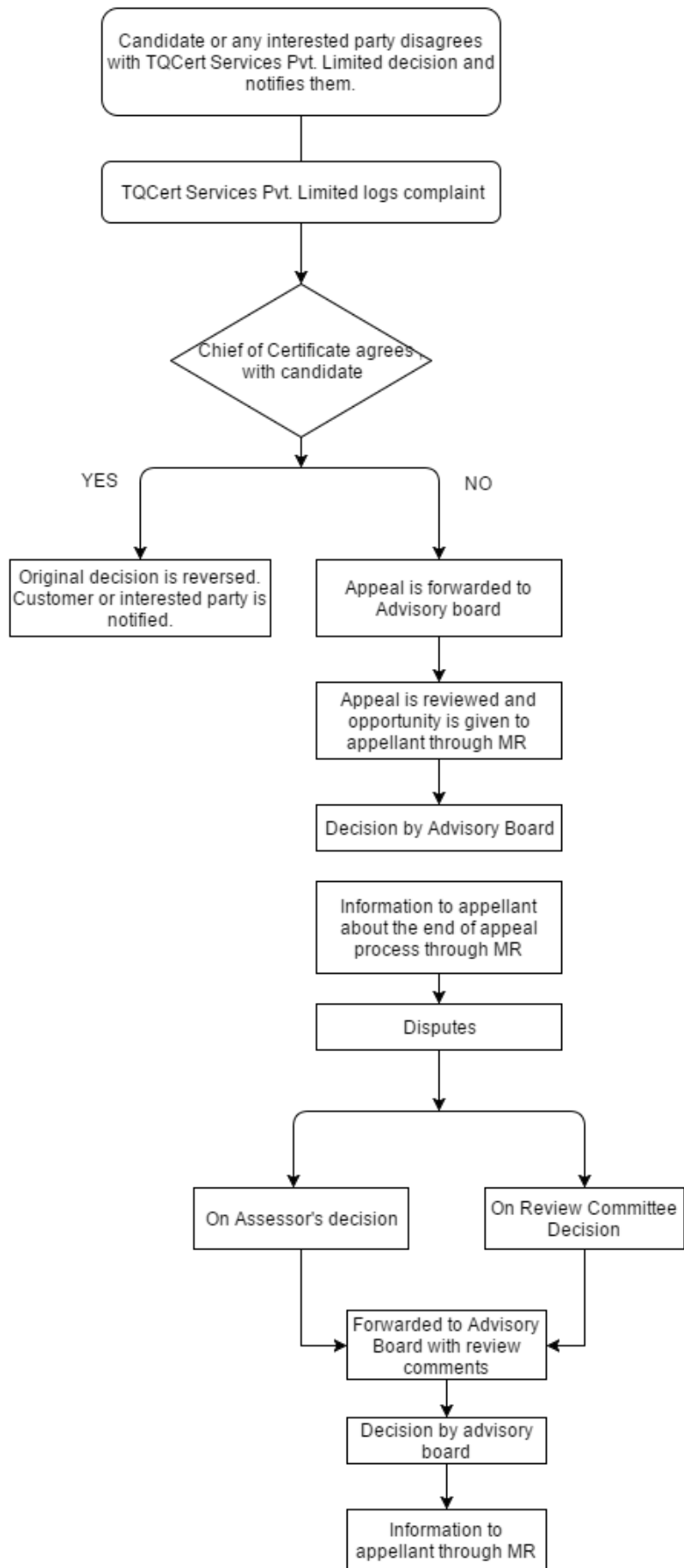
3.6 All appeals and disputes to be resolved within '6' months from the date of initiation.

3.7 TQ cert Services Pvt. Limited shall give formal notice of the outcome and end of the appeal process to the appellant and shall take subsequent action as may be needed to resolve the appeal.

3.8 TQ cert Services Pvt. Limited shall maintain a tracker for recording the appeals and providing the status to the people involved.

### 4. PROCEDURE

Customer or any interested party disagrees with TQ cert Services Pvt. Limited decision and notifies them. The procedure for the complaint process is as follows:





Note 1: If the appellant still persists with the dispute, then it is subject to the jurisdiction of courts in Hyderabad city, Telangana State

Note2: Chief of Certification maintains Records and takes appropriate decision for changing relevant procedures as appropriate

**5. RECORDS**

5.1 School History File- The records include the school history file and the procedure undertaken