**PROCEDURE – HANDLING APPEALS**

**(EGP-7.13B, Issue 2, 23.11.2020)**

**1. PURPOSE**

To define a procedure to receive, evaluate and make decisions on appeals.

**2. SCOPE**

This procedure is applicable to the all certification activities of EKO- Guarantee. It describes the systematic and consistent recording, evaluation and making decisions on appeals pertaining to certification activities including certificates, reports and other decisions taken by EKO- Guarantee.

EKO Guarantee shall not use any Personnel to review or handle any complain to ensure that there is no conflict of interest who have provided consultancy for a client, or been employed by a client, within two years following the end of the consultancy or employment.

**3. RESPONSIBILITY**

Technical (Head) and CEO

**4. PROCEDURE**

**4.1** A request by a client, his authorized representative or a responsible party, to EKO- Guarantee for re-consideration of a decision EKO- Guarantee has made related to the certification of that client is termed an Appeal.

**4.2**EKO- Guarantee shall be responsible for all the decisions at all levels of the appeals-handling process. It ensures that the persons engaged in the appeals-handling process are different from those who carried out the evaluation and made the certification decisions.

**4.3**EKO- Guarantee ensures that submission, investigation and decision on appeals do not result in any discriminatory actions against the appellant.

**4.4** The appeals-handling process includes at-least the following elements and methods:

a) An outline of the process for receiving, validating and investigating the appeal, and for deciding whatactions need to be taken in response to it, taking into account the results of previous similar appeals;

1. Tracking and recording appeals, including actions undertaken to resolve them;
2. Ensuring that any appropriate correction and corrective actions are taken.

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| S. No. | Process | Process details |
|  | Receiving appeal | EKO- Guarantee receives the appeal. A written or electronic acknowledgement is given to the appellant. The appeal received is then recorded in the Appeals Registerand is passed on to Technical Head for review and evaluation. |
|  | Evaluating appeal | Technical (Head) reviews the appeal to ascertain its validity. If the appeal received is related to EKO- Guarantee certification activities, the appellant is informed that the appeal is under review. If not, the appellant will be communicated to that effect. |
|  | Decision | Technical Head will take the decision on appeal under advice of CEO.  If some aspect of appeal needs Investigationthe same may be done. |

**4.5**EKO- Guarantee shall be responsible for gathering and verifying all necessary information to validate the appeal.

**4.6**EKO- Guarantee shall in addition to acknowledging receipt of the appeal provide the appellant with progress reports and the result on the appeal.

**4.7**EKO- Guarantee establishes a time frame for taking decision on appeals as 60 to 90 days from the actual receipt of the appeal.

**4.8** The decision to be communicated to the appellant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the appeal.

**4.10**EKO- Guarantee shall give formal notice to the appellant of the end of the appeals-handling process.

**4.11** Appeal records are reviewed by top management in its regular review meetings.

**4.12**The appeals handling process is publicly available on the website of EKO- Guarantee.