

## The procedure for the appeal process

The certification body ISOSTARS EU s.r.o. (hereinafter CO) defined on the basis of the requirements of Chapter 9.7 to ISO/IEC 17021: 2011 documented procedure for the appeal.

CO is responsible for all decisions at all levels of the process of handling the appeal. What ensures that persons involved in the process of handling the appeal were different from the persons who carry out audits and ruled in the matter of certification.

CO guarantees that the management of the submission and the examination of the appeal, and the decision on the appeal is not any discriminatory actions against the appeal is lodged.

The process of handling the appeal includes the following elements and methods:

- a) and) description of the process for receiving, checking and examination of the validity of the appeal, and for deciding what kind of action to be adopted as a response to the appeal, taking into account the results of previous similar appeal
- b) monitoring and recording of the appeal, including the activities carried out to solve the problem
- c) security, that are adopted adequate redress and measures to remedy the situation.

A description of the process of appeal is described in annex 1.

CO confirms the receipt of the appeal and provides that an appeal filed, reports on the progress of the solution and of the outcome of the appeal.

Confirmation of receipt of the appeal shall be carried out immediately after its adoption. A letter is sent by electronic means, most often to communicate as much as possible to speed up. The procedure for dealing with appeals should ideally not be longer than 10 working days.

The decision is communicated to the person who filed the appeal and it is done-or reviewed and approved by-the person or persons that had not involved in the subject of the appeal. CO gives, who filed the appeal, the formal notification of the completion of the process the handling of appeals. This decision is sent immediately after the completion of the investigation, and the conclusion of the process of appeal.

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### **Annex:**

Appendix 1-procedure for the appeal process

Annex No 1

How to process an appeal

