

	Process for handling Appeals	Title	Public 02
		Person Responsible	VP Systems
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Controlled Document		Page 1-1	

General

International Compliance Group has processes to manage client and general public initiated actions, in compliance with ISO/IEC 17021.

The following process outlines the steps clients may follow to submit and appeal to International Compliance Group.

Process

1. ICG processes appeals at its central office, located in San Diego, California, USA. The appeals process begins with a client submitting to ICG, via email to appeals@ic-group.com, a narrative explaining the nature of disputed recommendation and/or outcome of an audit.
2. Upon receipt of the email, ICG will contact the client to clarify any items in the written communication that require further clarification, including but not limited to the location of the audit, involved auditors and the disputed audit result.
3. After ensuring that the person(s) engaged in the analysis and investigation of the disputed decision are different from those who carried out the audits and made the certification recommendations and/or decisions, a thorough investigation will be conducted.
4. The client will receive a determination from ICG within 30 days of the start of the investigation, which itself should not be any later than 15 days after ICG and the client had an opportunity to discuss the dispute.
5. The decision emitted by the appeal committee with regards to the submitted appeal may be challenged by contacting the President of ICG. The President will at it sole discretion accept the appeal of the decision and convene a panel to review the original decision.
6. The panel's decision as to whether uphold the initial decision or change the initial decision will be the final overall decision by International Compliance Group.
7. The client will receive a final notification of the result of the investigation and the decision with regards to the appeal.