

## **Appeals and Complaints**

The client of CCSL (certified Organization or Applicant) may have the right to complain or appeal against certification services/ decision and audit results.

### **1. Appeals**

1.1 *In the event of an Organization wishing to appeal against any audit result/ certification decision of the CCSL, it shall within 21 clear days after having been officially informed of such a result/ decision, give notice in writing to the Chief Executive of CCSL of its desire to appeal against that decision. A meeting of the Appeals Panel of CCSL will be held within 30 clear days of receipt of such notice and the appellant will be given at least 7 clear days' notice of the time and place of such a meeting.*

1.2 *The Chief Executive, who acts as the Secretary of the Appeals Panel will invite two members from the Governing Council and an independent external expert if it deems necessary to form the Appeal Panel. All participants in the Appeals Panel will declare confidentiality and no conflict of interest in the appeal matter.*

1.3 *The original decision of the CCSL will stand (and its effect take place) pending any meeting of the Appeals Panel. At such a meeting both the appellant and the CCSL executives shall be entitled to be heard in confidence. The decision of the majority of the Appeals Panel as declared by its chairman will be final. The chairman may exercise a casting vote. The chairman will provide the appellant a written statement of the appeal findings; including the reason for the decision reached, within 21 clear days after the decision of the Appeals Panel is made.*

1.4 *The appellant shall have the right to state objections to the constitution of the Appeals Panel. Following receipt of any objection the Council shall consider the objection and decide whether to change or retain the constitution of the Appeals Panel. The Council's decision in relation to the objection and constitution of the Appeals Panels will be final.*

## **2. Enquiries / Complaints**

2.1 *In the event of an Organization wishing to lodge a complaint regarding certification services and results to CCSL, it shall officially make the complaint in writing to the Chief Executive of CCSL.*

2.2 *On receipt of a complaint, the Chief Executive will register the complaint and acknowledge the receipt to the complainant within 10 calendar days. Then, he or his delegate will collect the relevant information to investigate whether the complaint is justified.*

*For justified complaint, Chief Executive, who acts as the Secretary of the hearing shall invite three members of the Governing Council to hold a hearing. All participants in the hearing shall declare whether they have conflict of interest in the complaint matter. At such a hearing, both the complainant and the CCSL executives will be entitled to be heard in confidence. After the hearing, the Chairman of the hearing leads his team to investigate the cause of complaint and resolve the complaint accordingly. Then, the Chairman shall provide the complainant with a written statement of their findings, including the resolution approach, within 21 clear days after the hearing is made. The personnel taking part in the investigation will be independent of the audits concerned.*

2.3 *For unjustified complaints, a reply with reasons will be sent to the complainant.*

2.4 *If the complaint relates to a certified customer, then examination of the complaint shall consider the effectiveness of the certified management system.*

2.5 *Once receipt of an enquiry, it will be passed to responsible staff. Such as enquiry about quotation, it will be passed to application reviewer to follow up.*

**For appeal, complaint and enquiries issue, contact:**

**Chief Executive of CCSL**

**Phone number: 852 2597 8333**

**Fax number: 852 2597 8399**

**Email: [ccsl@castco.com.hk](mailto:ccsl@castco.com.hk)**