



HYM International Certification Pvt Ltd

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# Dispute Procedure

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Any effective system must have a means for allowing a party which feels unjustly treated to present its case for redress to an impartial panel. HYM relies upon its Executive Committee Chair or Managing Director , as appropriate, to appoint a committee to hear dispute requests. This procedure defines how an interested party can present an argument for reversal of a decision with which it disagrees. This procedure is available on request or accessible on the client access page at [www.hymcertifications.com](http://www.hymcertifications.com).

# DISPUTE PROCEDURE

## 1. General

- 1.1 Purpose: To set forth a process whereby organizations can receive a fair and equitable handling of disputes and a process by which organizations can dispute decisions made by HYM.
- 1.2 Scope: All organizations applying for or holding registration with HYM, and all organizations doing business with them in the context of HYM accreditation.

## 2. Related Procedures, Definitions, Exhibits

- 2.1 ISO/IEC 17021
- 2.2 HYM-1 (series), Quality Manual
- 2.3 HYM-0, By-Laws
- 2.4 PRO-1 (series), Registration Procedure
- 2.5 PRO-9, Complaint Procedure
- 2.6 ISO/IEC 17065 Latest Version
- 2.7 PRO-1.17065, ISO 17065 certification procedure

## 3. Responsibilities

- 3.1 The Executive Committee Chairperson or designee has the responsibilities and authority for dispute activities.

## 4. Procedure

### Dispute

- 4.1 In all disputes, the Executive Committee Chairperson (ECC) or designee supplies the interested party, hereinafter referred to as the Disputant, with F-217 Dispute Resolution Request Form and requests that the Disputant complete the Organization section of the form in order for HYM to obtain all pertinent information related to the dispute. HYM is responsible for gathering and verifying all necessary information to validate the dispute. If multiple issues are disputed, a separate F-217 Dispute Resolution Request Form must be completed for each. Disputes must be filed within 15 calendar days of the NCR being issued/or decision being made.
- 4.2 Upon receipt of the completed F-217 Dispute Resolution Request Form, a Dispute Panel of two to three members is appointed to evaluate the dispute in light of HYM policies and applicable standards. Dispute Panel members are appointed by HYM management. The majority of Auditors assigned to the Dispute Panel must be competent in the standard. Personnel, including management, should not be employed to investigate any complaint or dispute if they have been directly involved in the dispute within the past two years or if there are any relationships that may compromise the impartiality of the investigation.
- 4.3 HYM uses all reasonable efforts to resolve the dispute in a constructive and timely manner (within 30 days of receiving the Disputant's completed F-217).
- 4.4 A hearing is held in the case of all disputes. Dispute hearings are attended by the Dispute Panel members, Lead Auditor and Disputant. Special approval may be granted by the Programs & Accreditation Manager (or designee) in cases where extenuating circumstances prevent the Lead Auditor from being present at the hearing.
- 4.5 Dispute hearings shall be conducted as follows:

4.5.1 Introductions

4.5.2 Presentation by the Disputant, uninterrupted and limited to 30 minutes

4.5.3 Presentation by the Lead Auditor, uninterrupted and limited to 30 minutes

4.5.4 Rebuttals, limited to 10 minutes for each party

4.5.5 Dispute Panel questions

4.5.6 Closing remarks by the Disputant

4.5.7 Closing remarks by the Lead Auditor

4.5.8 Closing the hearing, the ECC or designee shall communicate the expected timeframe for a final decision to be made, inform all parties that the dispute may be appealed to an Accreditation Body and/or Standard Licensing Body within 30 days of decision by the Dispute Panel.

4.6 Following the dispute review, the Dispute Panel members shall deliberate without any involvement of the Disputant or Lead Auditor. Under the leadership of the Chair, the Panel is careful to consider the results of previous similar disputes when rendering a decision.

4.7 The ECC shall document the Panel's decision using the HYM section of the F-217 Dispute Resolution Request Form and send it to the Disputant and HYM Auditor via email.

4.8 When a hearing is conducted, the ECC or designee shall generate minutes of the dispute hearing and save it along with the F-217 Dispute Resolution Request Form in the audit file.

4.9 Dispute log is maintained by the ECC or designee in SharePoint – Executive Committee-Disputes Folder.

4.10 The decision of dispute panel is final and binding.

## **5. Records**

5.1 A record of all disputes and decisions shall be maintained by the Executive Committee Chair in accordance with PRO-5.

## **6 Additional actions**

6.1 HYM recognizes protests and disputes as a source of possible nonconformity with certification body guidance documentation or as signaling a need for auditor re-training or additional follow-up actions. The Executive Committee Chair or designee is responsible for ensuring that auditor re-training and follow-up activities occur and their effectiveness is verified.