

	HYM International Certifications Private Limited	Doc no.	HYM-PRO-09
		Issue no.	01
	Complaint and Appeal Procedure	Issue date	23.12.2023
		Revision no.	01
		Revision date	26.03.2024

Complaint and Appeal Procedure

Disclaimer: The complaint The term “certified” shall only be used for personnel certifications, based on ISO/IEC 17024 requirements. The term “certificate holder” shall only be used for certificate programs, based on NFE requirements. The customers under the scheme are includes Applicants, candidates and certified professionals.

1. Purpose

The purpose of this policy is to define the actions to be taken in the event that a complaint or appeal is received from applicants, candidates, certified persons, certificate holders and other parties with regard to a certified person, a certificate holder or decisions related to the certification process or certificate program, as well as complaints for the overall HYM operations for which appeals are not applicable.

This policy is not applicable for complaints related to alleged illegal, financial, or regulatory issues, which will be handled by proper authorities.

2. Scope

This policy covers two different scopes and types of complaints outlined as in the following:

- The complaints and appeals addressed to HYM about:
 - a certified person or a certificate holder, i.e., for breaching the [code of ethics](#), and/or in specific schemes/programs for breaching the code of conduct,
 - the certification/certificate program process, i.e., activities by which a certification body determines that a person fulfills certification requirements, including the application, assessment, decision on certification, recertification and use of certificates and logos/marks

These types of complaints are hereinafter referred to as “**Certification Complaint.**”

- The complaints addressed to HYM about the overall operations of HYM, i.e., expression of dissatisfaction made to HYM, related to its products or services, procedures, policies, support, technology, representatives (including examiners and employees), overall operations, or the complaint handling process itself, where a response or resolution is

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QUALITY MANAGER	COO

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explicitly or implicitly expected. These types of complaints are hereinafter referred to as **“Operations Complaint.**

3. References

This policy is mainly based on the clause 9.8 (Appeals against decisions on certification), 9.9 (Complaints) of ISO/IEC 17024:2012,

4. By submitting a complaint or an appeal, any complainant commits to reporting facts completely and truthfully. If any false statement is provided the complaint and appeal will be terminated and action may be taken if needed.

HYM will not encourage anonymous complaints and ensure that identity will be kept hidden if requested.

The complainant and appellant has to provide all the necessary information requested during review of complaint and appeal.

5. Certification/Certificate Program Complaints

All HYM employees can accept client inquiries and complaints. If an inquiry the employee responds to the client and records the inquiry and response in DATABASE so that any other employee that has contact with the client can review a record of interaction with the client. All complaints are forwarded to the International Client Services Manager at sivaalapati25@gmail.com to be documented on an and assigned for investigation and resolution. Investigation team is to be assigned within 24-48 hours of receipt of complaint. Formal communication of investigation findings and response to be sent to the client within 30 days of the complaint filing. Negative feedback from clients received on Customer Satisfaction Surveys will be logged on spreadsheet by Customer Service and updated in Database profile under client notes along with response to client by employee.

3.1.1 A Complaint is defined as:

- a) Any query or complaint that the applicant/candidate/certificate holder identified as a complaint;
- b) Any query, inquiry, or statement that occurs as a result of a system failure as determined by Management;

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c) Anything submitted formally in writing to the Customer Service Department. All complaints relating to a certified person, certificate holder or the certification process or certificate program are reviewed by the Director and/or a designated employee assigned by him or her. The designated employee will not be part of the staff involved in the assessment against which a certification/certificate program complaint or appeal is being raised.

In the event that the individuals filing the certification/certificate program complaint are not satisfied with the review and the decision made upon the complaint, they may approach the scheme owner or the accreditation board

Subsequently, HYM appoints an Appeal Committee which is in charge of the appeal process and is accountable for safeguarding impartiality with regard to the appeal.

When candidates disagree with the decisions made by HYM related to their certification process or the certificate program, they must declare in writing the reasons for disagreement to HYM, and ask for a re-evaluation, via email, within 30 days from receiving HYM's initial decision. Re-evaluation requests received after 30 days will not be processed. Re-evaluation requests are not considered complaints.

Certification complaints about a certified person or certificate holder can be raised anytime.

The certification complaint, as well as the personal information (full name, address, and other contact details) of the complainant, should include the complainant's personal opinion about the assessment, the reasons for disapproval of the decision reached during the initial decision and re-evaluation, as well as the settlement being sought. A notice of acknowledgment will be sent by HYM within 48 hours following the certification/certificate program complaint reception. An initial assessment is conducted within 7 calendar days following the complaint reception.

The submission, investigation, and decision on certification/certificate program complaints will not result in any discriminatory actions against the complainant.

Certification/certificate program complaints will be reviewed by the designated employee assigned by him or her. The designated employee will not be part of the staff involved in the initial decision. The reviewer of the certification/certificate program complaint should consider the complainant's explanation and provide a written response, which includes:

- A clear explanation or a repeated explanation of the assessment decision following a re-evaluation of the evidence

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The reviewer of the certification complaint should reply within 15 calendar days after receiving a complaint. Depending on the complexity of the case, when the case involves multiple parties and requires a more comprehensive investigation and resolution process, the deadline can be extended to a maximum of 30 calendar days. The complainant will be informed of the reason for the extension. Following the extension, the complainant will receive an answer on the decision reached in writing

If the complainant agrees with the outcome at this stage, the certification/certificate program complaint does not proceed to further stages.

If complainants are not satisfied with the outcome, then they may file an appeal, within 30 days from receiving the reply from HYM.

If necessary, HYM will take appropriate correction and corrective/preventive actions.

All certification/certificate program complaints, including actions taken, will be tracked and recorded by HYM.

6.2.1.1 Instructions on Filing a Certification/Certificate Program Complaint

To file a certification/certificate program complaint, the following steps should be taken:

1. Go to [HYM](#) website
2. Click "Contact" from top menu then click and send the mail on given id

Appeal Process

Where complainants disagree with the certification decisions of the re-evaluation stage and the certification complaint, they then may proceed to the appeal stage, explaining the reasons for disagreement.

Steps to be followed by the appellant:

1. The appeal should be submitted after receiving the certification complaint decision and no later than 30 days after receiving the complaint decision.
2. The appeal should be submitted in writing.
3. The appeal, besides the personal information (full name, address and other contact details) of the appellant, should include the opinion about the assessment and why the appellant is not satisfied with the first decision, re-evaluation, and HYM's review done after the complaint.

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Steps to be followed by HYM:

1. HYM appoints an Appeal Committee which is in charge of the appeal process and is accountable for safeguarding impartiality with regard to the appeal.
2. The Appeal Committee will respond to an appellant in writing (via email) within 30 calendar days after receiving the appeal. Depending on the complexity of the case, when the case involves multiple parties and requires a more comprehensive investigation and resolution process, the deadline can be extended to a maximum of 60 calendar days. The appellant will be informed of the reason of the extension. It should be noted that following the extension, the decision taken is absolute and final.
3. The submission, investigation, and decision on appeals will not result in any discriminatory actions against the appellant.
4. If necessary, HYM will take appropriate correction and corrective/preventive actions.
5. All appeals, including actions taken, will be tracked and recorded by HYM.

Appeal Committee

The appeal committee will be constituted as and when required. The Appeal Committee will be composed of at least three members with a majority of members being independent of HYM personnel. Upon the request of the Appeal Committee, the management will provide the board with all the necessary information, including the reasons for all significant decisions, actions, and the selection of persons responsible for particular activities, to allow HYM to ensure proper and impartial decision.

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