

1. If a client disagrees with any corrective actions raised and/or the conclusion of the audit they can notify Alpha Certification Services that they would like to appeal either via e-mail (appeal form will be sent to the client for completion and return) or the client can complete the electronic form supplied on the website.
2. On receiving an appeal, the client is contacted via e-mail to confirm receipt of the appeal and obtain any further information (if required). A reference number is allocated from the Electronic Complaint, Non-Conformance & Appeal Register.
3. When the completed appeal form is received, an independent committee is set-up (This independent committee will comprise of at least 2 Lead Auditors who have had no dealing with the company). The relevant Lead Auditor is notified and requested to submit input.
4. A review of the appeal and relevant documentation is conducted, and a decision is made.
5. Notification is given to both client and Lead Auditor. This notification will include details of corrective action to be taken by Alpha Certification Services, where applicable. Notification will include details of corrective action to be taken, where applicable.
6. Where applicable, Corrective Action is implemented and verified as effective and the Complaint, Non-Conformance & Appeal Register completed.
7. Details of any appeals/disputes are reviewed at Management Review meetings – Identification of Trends and Possible Improvements.

If you have any further queries or require clarification on any of the above, please do not hesitate to contact us at [office@alphacs.co.za](mailto:office@alphacs.co.za)