

# Appeal Handling Process



## 1. Submit Appeals

The appellant submits an appeal through the designated channels.



## 2. Receive the Appeal

The Certification/ Validation & Verification Unit receives the appeal through the Quality Manager, who will prepare and maintain an appeal record.



## 3. Assign a Responsible Person

A responsible person with no prior involvement in the matter shall be appointed to handle the appeal, and the appellant will be notified accordingly.



## 4. Investigate the Appeal

The responsible person investigates root cause, conduct a retrospective review, and verify the facts in order to conclude and summarize the appeal handling outcome.



## 5. Appeal Decision

The responsible person makes a decision on the appeal and present the outcome, which may include: confirming the original decision, or reversing or modifying the original decision. The outcome is forwarded to the management representative for further action.



## 6. Report the Decision to the Appellant

The responsible person reports the investigation progress and the final appeal decision to the appellant.



## 7. Present Results to Management

The appeal handling results shall be presented to the management for consideration and discussion during the Management Review Meeting.

Appeal can be submitted via email at: [appeal.th@alsglobal.com](mailto:appeal.th@alsglobal.com)

Please provide complete information, including the appellant's name, contact number, the name of the organization applying for certification, validation, verification, and detailed information regarding the appeal.