|  |
| --- |
| **Section A (Appellant to Complete)**  |
| **Instructions:** Use this form to appeal the decision on Certification taken by ISONIKE or the result of a complaint filed with ISONIKE or on the way ISONIKE delivers its services. You must provide an answer to each question including the section with the justification of your appeal. You must also provide the evidence and basis for your appeal Your appeal must be received by ISONIKE within 90 days of the date of the incident you appeal for. Submit your signed appeal form and supporting documentation via email to info@isonike.com or via ground mail to ISONIKE Ltd, P.O. Box 62432 PC 8064, Paphos, Cyprus. ISONIKE commits that complaints and appeals will not result to any discriminatory actions |

|  |
| --- |
| **A.1. Appeal.** |
| Date of the decision / incident you Appeal for : |  |
| Are you a customer of our Certification Body?  | Yes | [ ]  | No | [ ]  |
| If **‘Yes’,** please give certificate number(s) and expiry date: |  |
| You appeal against (choose one):  |
| ISONIKE decision of Certification  | [ ]  |
| Action / resolution taken on a Complaint submitted | [ ]  |
| The way ISONIKE delivers its services | [ ]  |
| Other (provide details on the A.3. section) | [ ]  |

|  |
| --- |
| **A.2. Company Information.** |
| **Company Name**: |  |
| **Contact Person Name** : |  |
| **Address** . | **Street & No**: |  |
| **City, State/Province, Postal Code**: |  |
| **Country**: |  |
| **Telephone No.**: |  | **Fax No.** : |  |
| **e-mail:**  |  | **Web Site:** |  |

|  |
| --- |
|  **A.3. Appeal Detail**. |
| Detailed statement and justification for Appeal  |
| \*If additional space is required please attach a separate sheet of A4 paper.  |
| Supporting documentation (choose one) : |
| Additional documents are attached | [ ]  | No additional documents are attached  | [ ]  |

|  |
| --- |
| **A.4. Appellant’s Declaration and Signature.** |

|  |
| --- |
| **Declaration:** The company / organization hereby submits the present Appeal and accepts the Appeals process as stated in ISONIKE’s Certification Policy published on the website: ([www.isonike.com](http://www.isonike.com)).  |
| I (the undersigned) hereby declare that I am authorized, on behalf of the company / organization, to submit this Appeal and that the information contained herein is both correct and accurate to the best of my knowledge and belief. |
| **Signature & Company Stamp:**  |  | **Date:** |  |
| **Print Name:** |  | **Position:** |  |

|  |
| --- |
| **Section B (ISONIKE Ltd to complete)**  |
| **Instructions:** CEO to ensure that the steps of ‘Appeals’ process are implemented and recorded All boxes to be completed.  |

|  |
| --- |
| **B.1. Receipt and Validation of the Appeal** |
| Date Received: |  | Received by:  |  |
| Appeals and Complaints Register Reg #: |  | Date receipt acknowledged to Appellant:  |  |
| `Is the Validation of Appeal completed ?  | Yes | [ ]  | No | [ ]  |
| If **‘No’,** record reason and actions taken : |  |

|  |
| --- |
| **B.2. Evaluation and Investigation of the Appeal** |
| Actions taken and conclusion for the evaluation and investigation of the Appeal: |
|  |
| Date Progress Report sent to Appellant : |  |

|  |
| --- |
| **B.3. Decisions on Actions Required**  |
| Decisions made and Actions Required:  |
|  |
| Date Progress Report sent to Appellant : |  |

|  |
| --- |
| **B.4. Corrective Actions for Resolutions of the Appeal**  |
| Corrective Actions made for the Resolution of the Appeal and Evaluation of their Effectiveness :  |
|  |
| Date Progress Report sent to Appellant : |  |

|  |
| --- |
| **B.5. Closure and Notifications**  |
| Date Closed: |  | Closed by:  |  |
| Appeals and Complaints Register Reg #: |  | Date of Closure Notice to Appellant:  |  |
| Is the Appeal handled and closed to the satisfaction of the Appellant ?  | Yes | [ ]  | No | [ ]  |
| If **‘No’,** record reason and actions taken : |  |
| Are any further actions required?  | Yes | [ ]  | No | [ ]  |
| If **‘Yes’,** record actions and plan : |  |