Appeals Procedure

1. Purpose

The purpose of this procedure is to provide a clear and fair process for handling appeals received by Soleir LLC, ensuring that all appeals are resolved promptly and effectively.

2. Scope

This procedure applies to all appeals received from customers, employees, suppliers, or any other stakeholders.

Grounds for appeal include:

- Appealing a nonconformity documented during an audit.
- Appealing a decision to deny a certification application.
- Appealing a certification decision.
- Appealing a certification suspension.
- Appealing a certification withdrawal.
- Appealing a certification scope reduction.
- Appealing an assigned audit team member

3. Receiving Appeals

If a situation arises where an organization or person wishes to submit a formal appeal to Soleir, the appeal should be emailed to support@soleirllc.com.

Management of Soleir will acknowledge the appeal via email within 48 hours of receipt. This appeal and all accompanying information will be recorded for evaluation.

4. Appeals Handling and Investigation

The appeal is documented on MSD 19 Appeals Form and is reviewed by the Soleir President/CEO and/or Advisory Council who is responsible for gathering all required information, conducting the investigation, informing the appellant of progress, and determining actions taken.

The Soleir President will log the appeal in the appeals register and assign a unique reference number.

5. Resolution

Once the investigation is complete, the Soleir President will propose a resolution.
The appellant will be informed of the outcome and any actions taken to resolve the appeal. Actions taken are recorded and formally communicated.

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6. Follow-Up

Formal notice is provided, and resolutions are made public if needed. Appeals are resolved within 30 days. If an appeal cannot be resolved within 30 days, mediation is initiated.

7. Record Keeping

All appeals are retained as documented information and are coordinated with the Soleir Advisory Council to ensure impartiality and involvement of interested parties. Actions taken are recorded and formally communicated.

These records will be used to identify trends and areas for improvement.

8. Confidentiality

All appeals will be handled confidentially, and information will only be shared with those who need to know to resolve the issue.

9. Policy Review

This procedure will be reviewed annually to ensure it remains effective and reflects best practices.

10. References and Resources

Description	Document	Location
Accreditation Standard	ISO 17021-1 2015	Clause 9.7
Appeals Form	MSD 19	Drive