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1. OBJECTIVE

Establish the actions to be considered for the management, evaluation and corrective action of appeals that may be submitted to EcoVerify, in relation to the results of validations/verifications.

2. SCOPE

Applies for processing and resolution of appeals that may be presented to validation/verification decisions and validation/verification claims made by EcoVerify.

3. DESCRIPTION OF THE ACTIVITY


EcoVerify is responsible for all appeals processes and decisions at all levels.

3.1 Appeal management

3.1.1 The client has a period of 3 working days from the notification of the decision taken to appeal against the resolutions.

3.1.2 It must be presented using the *EV-PRO-09-F01 Appeal Registration*, where it must clearly state the appeal and accompany it with all relevant evidence. This information must be sent via email to info@ecoverify.io for processing.

3.1.3 The Quality Manager receives the information, confirms its receipt to the Client and processes the appeal. It must list the appeal in sequential order, assigning the following record number: consecutive-year (example 001-2019) and indicate the date of processing.

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Note 1: *If the Quality Manager is absent, appeals will be channeled to the Managing Director.*

Note 2: *The Quality Manager has 2 working days to send the appeal to the Managing Director.*


3.1.4 Upon receipt of the appeal, the Managing Director must review whether the appeal was presented within the time limits dictated in this procedure. If it has not been presented within the prescribed time, it must inform the appellant that the appeal is inadmissible.

Note: *The Managing Director has 2 working days to respond on the admissibility to the appellant.*

3.1.5 If the appeal is presented within the established deadline, the Managing Director must request an independent or group of competent professionals thoroughly analyse the appeal. This request must be made by email.

Note 1: *The independent competent professional could be EcoVerify's Internal Auditor (externally subcontracted), a person from another V/V Body or any other person independent from EcoVerify with competence to evaluate the appeal. In the case of an appeal of a technical nature, there must be a Technical Expert.*

Note 2: *The members appointed to participate in the appeal processing must be different (independent) from the ones who were involved in the proceedings that led to the issuance of the appealed decision.*

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Note 3: *Before initiating the evaluation process, the Managing Director must issue a note to the appellant about the appeal handling process (process to follow) and indicate the personnel involved in the process.*


3.2 Appeal Assessment

3.2.1 The designated person or team members must evaluate the evidence presented and determine if it is sufficient evidence to take pertinent actions to correct the situation. They may even give an oral hearing to the appellant for testimony presentation which may clarify evidence presented at the beginning of the process or determine that the appeal is unfounded. The evaluation should be performed using the *EV-PRO-09-F02 Appeal Evaluation*.

Note 1: *In cases where the appeal presented is related to a Validation/Verification Claim issued, the work team must evaluate the appeal resolution considering what is mentioned in the EV-PRO-08 Procedure for facts discovered after the issuance of the validation/verification claim.*

Note 2: *The team has 10 working days after receipt to respond to the appeal. If an extension is required due to the complexity of the investigation, a member of the Quality Management team must send reports to the appellant explaining the situation.*

3.2.2 A member of the Quality Management Team must notify the appellant by email of the evaluation results, and if applicable, what actions will be taken to correct the situation, the people responsible for those actions, and implementation dates. If it is determined that the appeal is not accepted, a member of the Quality Management

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Team must inform the appellant of the reason why it is not accepted, indicating that the decision is irrevocable and final.

Note 1: *EcoVerify must ensure that appeals decisions will not result in any discriminatory action against the appellant.*

Note 2: *The appeal records will be kept in the Client file and, if applicable, the actions carried out to solve the situation as evidence of its treatment.*

3.2. 3 If it is determined that the presented appeal should proceed, and by internal control, the Quality Management Team must determine if it is necessary to follow the procedure *EV-PRO-13 Procedure for nonconformities and corrective actions management* and develop a corrective action plan to address the root cause of the problem presented. There are 5 working days to prepare the corrective action plan.

3.3 Access to information

3.3.1 The documents and files may be consulted only by the appellant, the Managing Director and Quality Management Team of EcoVerify.

Note 1: *Information may be provided to other parties, with the express prior written permission of the appellant.*

4. CHANGES CONTROL



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Changes description