



# PROCEDURE FOR RECEIVE, EVALUATE, AND MAKE DECISION ON APPEALS

**TK-SOP-008**

**Revision No.: 00**

**Dept.: All**

**Effective Date: 18.11.2025**

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|------------------------|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| --                     | <b>Prepared By</b>                                                                 | <b>Approved By</b>                                                                   |
| <b>Name</b>            | <b>Sheik Arshad</b>                                                                | <b>Ali Al Mukhaini</b>                                                               |
| <b>Sign &amp; date</b> |  |  |
| <b>Designation</b>     | <b>Technical Manager</b>                                                           | <b>Managing Director</b>                                                             |



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## CHANGE HISTORY

| Rev.No. | Effective date | Details of revision / changes made | Reason |
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| 00      | 18.11.2025     | New Document                       | NA     |



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## 1.0 PURPOSE

The purpose of this procedure is to describe process followed for dealing with appeals received from the certified client against the adverse decision taken by **TAWKEED Conformity** with respect to product certification scope.

## 2.0 SCOPE

- 2.1** This procedure covers process to receive, analyze, evaluate and make decisions on appeals received from clients against the adverse decisions taken by **TAWKEED Conformity**.
- 2.2** This procedure includes appeals by clients (it includes both, client who have applied for the product certification as well as already certified client) against adverse decision taken by **TAWKEED Conformity** in respect of refusal to accept an application; refusal to proceed with an evaluation; changes in scope of product certification; decisions to close the application or denial of certification, decision on suspension, withdrawal of certification or reduction of scope etc.

## 3.0 DEFINITIONS

NA

## 4.0 ABBREVIATIONS

- SOP – Standard operating procedure
- TK - Tawkeed

## 5.0 RESPONSIBILITY

- 5.1** Impartiality committee will be considered as Appeal Team and have prime responsibility for appeal handling, analyzing, evaluating and taking decision on appeal.
- 5.2** Chairman of the Impartiality Committee is responsible for giving its recommendations on decision.

## 6.0 PROCEDURE

### 6.1 Impartiality committee

- 6.1.1** Impartiality Committee is an independent committee consisting of persons who are neither part of the evaluation team nor involved in decision making process on certification of the appellant.

### 6.2 Appeal receipt, handling, analyzing, evaluation and decision process

- 6.2.1** Any client having an appeal can raise the appeal to the Chairman, Impartiality Committee in writing by e mail within 15 working days after the decision communicated by the Managing Director (Certification decision) / Technical manager (Decision on Complaints).



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- 6.2.2 An acknowledgment will be sent to the appellant after logging appeal to the appellant within 7 days with the appeal number in Appeal Register(SOP-008-F02). Alternatively appellant can go to web site and can log the appeal on-line on the web site also.
- 6.2.3 At any time during the review, the appellant may withdraw the appeal in writing. However, if for any reason, an appeal is withdrawn, a future appeal on the same grounds will not be entertained.
- 6.2.4 On acceptance of appeal, the Impartiality Committee may seek help from the independent evaluator (wherever required) in consultation with the Chairman of the Impartiality Committee.
- 6.2.5 An opportunity will be given to the appellant to present the appeal in person during the process of hearing of appeal. However, the appellant may depute representative(s) from its staff only.
- 6.2.6 The representative from the Certification Committee involved in the adverse decision of the appellant may provide technical inputs but not be involved in the decision making to make fair decision on appeal.
- 6.2.7 Based on the evaluation of the appeal, the committee may seek clarifications and information from all appropriate sources. If considered necessary the Committee shall ask TAWKEED for Certification & Conformity to depute its staff or assessor or evaluator to the client to investigate the matter.
- 6.2.8 Where available evaluation report / data is not sufficient to take a decision; the Impartiality Committee may recommend an onsite verification, which may be organized by the concerned Officer / Impartiality Committee. It is ensured that the same Auditor / Evaluator who had assessed the client in the earlier evaluation or any person who was involved in the adverse decision will not be a part of the evaluation team. The appellant has to bear the expenses for on site visit, regardless of the outcome of the appeal.
- 6.2.9 Based on the data gathered through any of the above stated means, the Impartiality Committee makes the final recommendations within a 30 working days after logging of appeal. Chairman of the Impartiality Committee, is the final authority for making a decision on the appeals.
- 6.2.10 Approval of decision on appeal by Chairman of the Impartiality Committee is considered as final and the client is informed accordingly by TAWKEED Conformity. Impartiality Committee also inform the Technical Manager regarding the outcome of appeal.



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6.2.11 Technical Manager communicates client with the final decision by impartiality committee within 7 working days.

6.2.12 Once the decision on appeal is made by Impartiality committee, no further appeal in this regard will be entertained.

6.2.13 No discriminatory action would be taken against the appellant irrespective of the decision on appeal.

### **7.0 LIST OF FORMATS & APPENDIX**

- 7.1 SOP-008-F01 - Appeal report
- 7.2 SOP-008-F02 - Appeal Register

### **8.0 REFERENCES**

NA