



**1 PURPOSE**

1.1 To outline the procedure for appeals and disputes.

**2 SCOPE**

2.1 Applies to all TQ Cert registered clients / Interested Parties (Appellant).

**3 APPEALS HANDLING**

3.1 The decision resolving the appeal shall be made by or reviewed and approved by persons not involved in the certification activities related to the appeal.

3.2 To avoid conflict of interest personal including in the administration who has provided consultancy further the client or been employed by the client shall not be used by TQ Cert to review or approve the resolution of the appeal for that client within two years following the end of the consultancy or employment.

3.3 Upon receipt of the appeal, TQ Cert shall confirm whether the appeal relates to certification activities for which it is responsible and if so shall address it as per the process documented below. In case the appeal is not related to the TQ Cert certification activities, the same will be informed to the appellant.

3.4 The complaint is acknowledged to the appellant and in case if appeal is related to the TQ Cert activities, the progress reports shall be provided from time to time as per the process documented below.

3.5 TQ Cert is responsible for gathering and verifying all necessary information related to the appeal and the progress of the appeal upto the decision

3.6 All appeals and disputes to be resolved within '6' months from the date preferred by the interested party.

3.7 TQ Cert shall give formal notice of the outcome and end of the appeal process to the appellant and shall take subsequent action as may be needed to resolve the appeal.

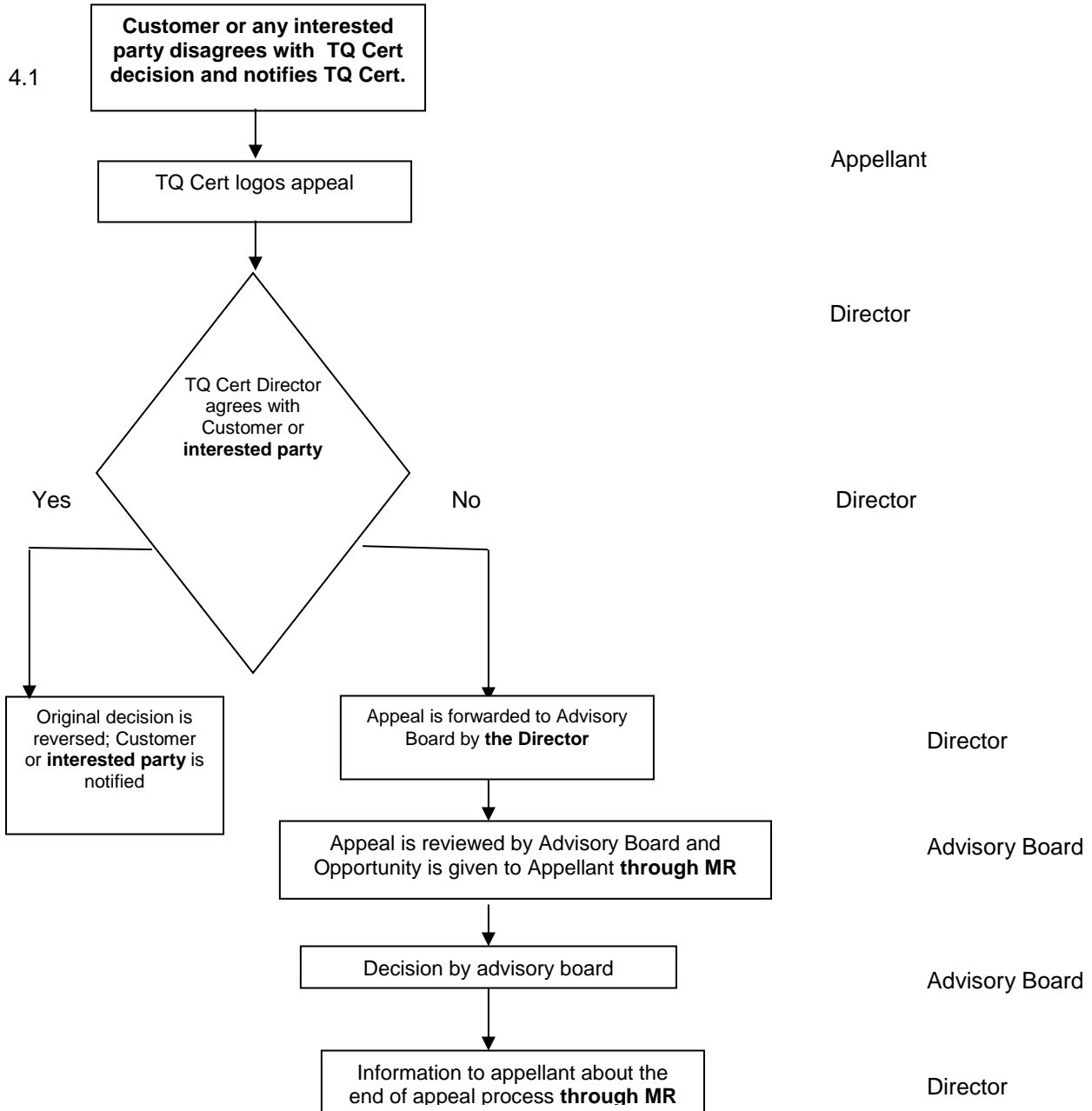
3.8 For Global GAP-In case the TQ Cert does not respond adequately the Appeal and disputes can be addressed to the Global GAP Secretariat using the Global GAP Extranet, available on the Global GAP website ([www.globalgap.org](http://www.globalgap.org)).

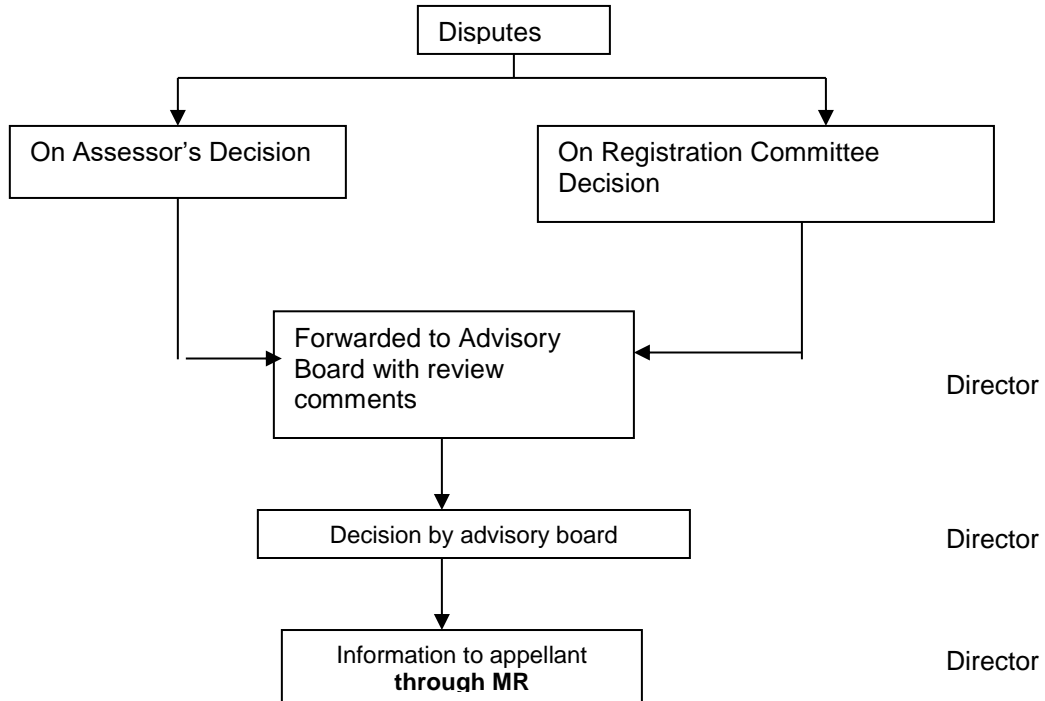
**4 PROCEDURE**



**RESPONSIBILITY**

4.1





Note 1: If the appellant still persist with the dispute, then it is subject to the jurisdiction of courts in Hyderabad City, A.P.State

Note 2: MR takes appropriate decision for changing relevant procedures as appropriate.

Note 3: Director TQ Cert maintains Records.

## 5 Records

5.1 Client History File