

HANDLING OF APPEALS

1. Purpose: The purpose of this document is to describe the process for handling appeals from the participants who are dissatisfied with the resolution of their complaints by Global Lab regarding their **PT report status**.

2. Scope: This procedure applies to all appeals received from participants who are dissatisfied with the resolution of their complaints regarding the PT report status issued by Global Lab. It covers the entire process of handling appeals, from the initial registration of the appeal to the final resolution and communication of the decision. This procedure does not apply to complaints that have already been resolved to the satisfaction of the participant or authority, or to complaints that are not related to the PT report status.

3. Responsibility: Technical Manager/Quality Manager / PT Coordinator.

4. Procedure:

4.1 Registration of appeals:

- All the appeals lodged through the Online Portal -Customer Login against the Plan Id.
- All Appeals received through email will be registered through their login after due verification (validation of an appeal).
- Responsible Personal acknowledges the customers within **3 working days** for appeals received.

4.2 Validation of an Appeal: Responsible Personal will




- Verify the legitimacy and completeness of the appeal.
- Ensure the customer has provided sufficient information to assess the issue.

4.3 Investigation of an Appeal: Responsible Personal will

- Conduct a thorough investigation to determine the root cause of the appeal.
- Analyze relevant documents, records, and data. The parameters of analysis include customer requirements, Calibration Results, Calibration Method, Documentation Issues, the PT Item etc used.

4.4 Constitution of the ad hoc Appeals Committee: Managing Director will

- Assemble a committee of experts to review appeals from the list of Internal Committee member (Ex/Sys/10).
- The committee should include representatives from relevant departments and may involve external experts if required.

Issue No - 1	Prepared By	Reviewed by	Approved By
Amendment No - 0			
Date - 22.10.2023	Hirenkumar Joshi	Hirenkumar Joshi	Avadhesh Kumar Sharma

4.5 Resolution of Appeals:

- Based on the investigation and committee recommendations, determine the appropriate course of action.
- Global Lab Communicate the resolution to the customer within 3months time through their panel or email (if required).
- No further appeal in this regard shall be considered from the participant.

4.6 Documentation and Tracking: PT Coordinator will

- Maintain detailed records of all appeals, including the investigation, resolution, and corrective actions in the Appeal section at the Global Lab Portal.

4.7 Customer Satisfaction Assessment: PT Coordinator will

- Request to the customer for their feedback in the online portal through the participant's login.
- Analyze feedback to identify areas for improvement and track customer satisfaction trends.

4.8 Feedback to Management:

- Present appeal data, customer feedback, and corrective actions to the management review committee.
- Initiate actions for document revision based on implementation findings.


4.9 Continuous Improvement:

- Technical Manager/Quality Manager reviews all the **appeals**, once a year, to identify improvement opportunities.
- Responsible Personal implement corrective actions to address the issue and prevent recurrence.

Note: Technical Manager/Quality Manager will brought Notice those appeals to NABL which unresolved over three months' time.

5.0 Records:

Sr No	Description	Form No	Agency	Retention period
01	Customer appeals	Form-06	Quality Manager / Tech. Manager / PT Coordinator	5 years
02	Customer feedbacks	Form-07	Quality Manager / Tech. Manager / PT Coordinator	5 years
03	Internal Committee member	Ex/Sys/10		

Issue No - 1	Prepared By	Reviewed by	Approved By
Amendment No - 0			
Date - 22.10.2023	Hirenkumar Joshi	Hirenkumar Joshi	Avadhesh Kumar Sharma