

HANDLING OF APPEALS

1.0 Purpose

The purpose of this document is to describe the process for handling appeals from participants who are dissatisfied with Global Lab's decisions or resolutions regarding their **Proficiency Testing (PT) report status**.

2.0 Scope

This procedure applies to all appeals received from participants concerning the PT report status issued by Global Lab. It covers the process from initial registration and validation to final resolution and communication.

Note: This procedure does not apply to appeals already resolved to the satisfaction of the participant or those unrelated to the PT report status.

3.0 Responsibility

- **Managing Director (MD):** Responsible for constituting the ad hoc Appeals Committee.
- **Quality Manager (QM):** Responsible for ensuring impartiality, maintaining records, and reporting to management.
- **Technical Manager (TM):** Responsible for technical investigations and root cause analysis.
- **PT Coordinator:** Responsible for logging appeals, tracking status, and gathering customer feedback.
- **Appeals Committee:** Ad hoc group of experts responsible for the final review and recommendation of the appeal resolution.




4.0 Reference Standard

- **ISO/IEC 17043:2023 Clause No. 7.7**

5.0 Procedure

5.1 Registration and Validation of Appeals

- **Submission:** All appeals must be lodged through the [Global Lab Online Portal](#) against the PT Final Report of the customer.
- **Acknowledgement:**
 - An automated receipt is available immediately upon submission via the Online Portal.
- **Validation:** The QM/TM determines if the appeal relates to PT activities for which Global Lab is responsible. If confirmed, the appeal is validated and assigned a unique **Registration Number**.
- **Impartiality:** To ensure no conflict of interest, the individuals investigating or reviewing the appeal

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must not be the same individuals who performed the original PT activities in question.

- **Transparency:** A description of the appeals-handling process is publicly available on the Global Lab website under the **Live PT Program** section.

5.2 Verification

The Responsible Personnel will verify the legitimacy and completeness of the appeal, ensuring the customer has provided sufficient information to assess the specific technical or procedural issue.

5.3 Investigation of an Appeal

The TM/QM will conduct a thorough investigation to determine the root cause. This includes an analysis of:

- Customer requirements and documentation.
- Calibration results and methods used.
- PT Item stability and specifications.
- Data entry or processing records.

5.4 Constitution of the Ad Hoc Appeals Committee

The **Managing Director** will assemble a committee of experts from the **Internal Committee Member list Exhibit No: Ex/Sys/10**

(https://globallab.co.in/global/index.php/admin/Manuals/view_section_page/bXBhMjAxNXNhHR8MTg5N3xtcGEyMDE1c2FsdA==).

- The committee includes representatives from relevant departments.
- External experts may be involved if specialized technical knowledge is required.




5.5 Resolution of Appeals

- **Decision:** Based on the investigation and committee recommendations, Global Lab determines the final course of action.
- **Timeline:** Global Lab communicates the resolution to the customer within **3 months** via the online customer panel or email.
- **Finality:** No further appeal regarding the same matter shall be considered from the participant once a resolution is reached.
- **Regulatory Escalation:** The TM/QM will notify **NABL** of any appeals that remain unresolved beyond the three-month timeframe.

5.6 Documentation and Tracking

The PT Coordinator maintains detailed records of all appeals, investigation findings, committee recommendations, and corrective actions in the **Appeal Section** of the Global Lab Portal.

5.7 Customer Satisfaction Assessment

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Following the resolution, the PT Coordinator requests feedback from the customer through their portal login to identify areas for improvement and track satisfaction trends.

5.8 Feedback to Management




The QM presents appeal data, feedback trends, and the status of corrective actions to the **Management Review Committee**. If implementation findings suggest a need for change, the QM initiates revisions to the QMS documentation.

5.9 Continuous Improvement

- **Annual Review:** The TM/QM reviews all appeals once a year during the **Management Review Meeting (MRM)** to identify systemic improvement opportunities.
- **Corrective Action:** Responsible personnel implement corrective actions to address identified issues and prevent recurrence of the appeal cause.

5.0 Records:

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

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