



Global Sustainability
Certification & Inspection
Services

GLOBAL SUSTAINABILITY CERTIFICATION & INSPECTION SERVICES (GSCI)

Procedure for Complain and Appeal

Title: Procedure for Complain & Appeal

Complain & Appeal:

To define the process against the event of receiving a complaint or an appeal with the primary objective of seeking timely resolution of disputes, grievances, complaints or appeals made against the GSCI Services. Type of complain me be as below:

- Complaint received from operator regarding an evaluation, certification, or an audit.
- Complaint received regarding the performance of GSCI SERVICES organic certified organisations / operator.
- Appeals against decisions made by GSCI SERVICES which lead either to a certificate not being issued or to a certificate being withdrawn.

Complaints of a serious nature will be dealt with by the certification head / managing director of GSCI Services

Responsibility	Action	Documentation Required
1: COMPLAINTS FROM CLIENTS OR ACCREDITATION BODY		
Managing Director or nominee	<p>Record the complaint onto a Complaint Log, and the details of the complain The Complaint Log indicates the complainant and the date received.</p> <p>Confirm receipt of the complaint within 4 weeks of such receipt and include an initial response also including an outline of the proposed course of action to follow up on the complaint or appeal.</p> <p>Complaints shall be allocated to an appropriate member of staff for investigation. This shall not be the person/s against whom the complaint was made.</p> <p>Complaints against the GSCI SERVICES audit team, complainants may send the complaint directly to the Managing Director if they wish to.</p> <p>The client shall be informed that the complaint is being dealt with and by whom. Where necessary, contact may also be made with the client to determine the full nature and extent of the complaint, and to obtain any additional information.</p> <p>The investigation of the complaint may be linked with an unannounced audit internally or client to determine what action is required. The investigation may demonstrate that</p>	Online through GSCI Website

Prepared by	Quality Manager	Doc. No.: GSCI – PRDs-20.00- ORG	Version No.: 01
Approved by	Managing Director	Rev. No: 01 Rev. Date: 23.06.2025	



Responsibility	Action	Documentation Required
	<p>changes to procedures or training are needed, or it may indicate some form of misconduct on the part of the personnel concerned.</p> <p>The person responsible for investigating the complaint may, where appropriate, consider it necessary to check other project files which s/he considers may be affected by related problems and the subsequent corrective action taken.</p> <p>When all necessary action has been completed, the Complaint Form is signed by the concern person.</p> <p>When complaint is resolved a documented resolution has been made and forwarded to the complainant and the party concerned. The complainant will be informed of the outcome of the investigation and any action being taken as a result. The complainant must also be informed (in writing) that unless GSCI SERVICES receives further correspondence from the complainant within 60 days, the matter will be considered closed.</p>	

2: APPEALS

<p>Appeal Committee</p>	<p>The procedure described in this document is to be followed by GSCI for dealing with different types of appeals by Client. Appeal can be made by client against a decision taken by GSCI in respect of - refusal to accept an application, refusal to proceed with an audit, denial of certification, in abeyance, suspension, withdrawal of certification or any other action that impedes the attainment of certification.</p> <p>Members should be free from any conflict of interest concerning the appellant or matter under appeal. In the event of “conflict of interest” such member may reclude himself / herself from consideration of the particular appeal.</p> <p>Appeal committee meeting can be organized case by case basis and whenever needed</p>	<p>Online through GSCI Website</p>
--------------------------------	---	------------------------------------

Prepared by	Quality Manager	Doc. No.: GSCI – PRDs-20.00- ORG	Version No.: 01
Approved by	Managing Director	Rev. No: 01 Rev. Date: 23.06.2025	



Responsibility of handling of appeals rests with the Appeals Committee. The Appeals Committee will consider appeals against decisions made by the GSCI and will deal with them appropriately to recommend decisions to resolve / close the appeals.

Quality Manager is responsible for monitoring of the appeals

Appeal Committee will be composed of a minimum of 3 individuals and a maximum of 5 individuals, independent of the GSCI and appointed in consultation with the Managing Director (MD) to deal with appeal(s) for a defined tenure.

The terms of the appeal committee is for three years.

The Appeals Committee while hearing an appeal will sit in panels of five members composed as follows:

- One member having system and certification cycle information
- One member from sector with which the appeal is associated;
- One member from the legal background
- One member from the quality control system
- One member from the back office management in the organisation

Appeals Committee members, must wholly meet below criteria.

a) They must not have participated in or influenced the original certification or any decision taken before bringing the matter to appeal committee.

b) They must be free from any conflict of interest concerning the appellant or matter under appeal.

c) They must be conversant with the certification and Operational process and GSCI functioning.



d) Before progressing to consider any application for appeal, all members of the Committee must satisfy the above criteria and sign a disclaimer to officially record that they detected no conflict(s) of interest with regard to the matters at hand.

e) In the event of not sure of disclaimer such member may reclude himself / herself from consideration of the particular appeal. Should they be unable to do so, the Quality Manager must appoint a substitute member(s) with no such conflict(s) of interest.

f) The committee shall have the necessary competence available to hear the subject of the appeal.

Procedure for Handling of Appeals

a) Receipt of Appeal:

An appeal must be submitted in writing through email or through GSCI Service website http://www.gsciservices.com/Information/appeal_and_complaints any suitable means of communication.

No new evidence which was not placed before AC may be submitted or considered by the Appeals committee for consideration.

b) Processing of Appeals – First Appeal

a) The appeal process is an independent review and evaluation of a decision made by GSCI that affects the certification status of the organization or an applicant.

b) GSCIS Services shall inform the Operators of the appeal procedures at the time of certification.

c) Appeals shall be submitted to GSCI in writing within 30 working days of the GSCI decision against which the appeals are made.

d) GSCI Services shall dispose of the appeal within 2 months.



	<p>e) If the appeal is filed on reasonable and justifiable grounds, Quality Manager would admit the appeal and refer the same to appeals committee for further actions</p> <p>f). However, if the grounds of appeal are not sound or justifiable or not in keeping with the process lay down or any other valid reason, the appeal would not be admitted/ taken into account and the appellant is informed accordingly, with reasons for the same.</p> <p>g) Appeals Committee on reviewing the appeal shall look for completeness of the supporting documents and shall ask the appellant for requisite missing document, if any.</p> <p>h) After examination of the appeal, the Committee shall seek clarification/documents from all appropriate sources</p> <p>i). Any delay or lapse in additional support or evidence in the form clarification or relevant documents by the appellant, the responsibility/onus of delay will be</p> <p>j). The decision taken by appeal committee member under a selected chairman on case by case basis will be final.</p> <p>k) Appeal committee decision will be informed to appellant in writing with basic behind the decision.</p> <p>l) The appeal should be disposed of within 8 weeks from the date of receipt.</p> <p>m) If the appellant is not satisfied with the Certification body appeal process, then appellant can approach Conformity Verification Body (CVB)</p> <p>c) Processing of Appeals – Second Appeal</p> <p>If the Operator is not satisfied with the decision of the appeal committee of the Certification Body, it can file a second appeal with the NAB Sub Committee constituted by the NAB for hearing such appeals. The Committee shall ordinarily dispose of the appeal within three months.</p> <p>In case more time is required, the same shall be communicated to the appellant in writing stating the reasons thereof for such delay.</p> <p>d) Records</p> <p>a) Appeals record shall be maintained.</p> <p>b) Appeals file is maintained by Appeals Committee, where all correspondence in respect of appeals received, decisions, and any other relevant documents are filed date-wise.</p> <p>c) Appeal committee meeting minutes will be maintained for each case in meeting minutes register.</p>	
--	--	--