

Appeal Procedure

General

This procedure details the actions required in the event that our Client (auditee) formally appeals against an audit finding. This situation should be rare as agreement in the audit findings should be reached at or before the close out meeting.

Any investigation and decision on an appeal will not result in any discriminating actions.

Aim of Procedure

The aim of this procedure is:-

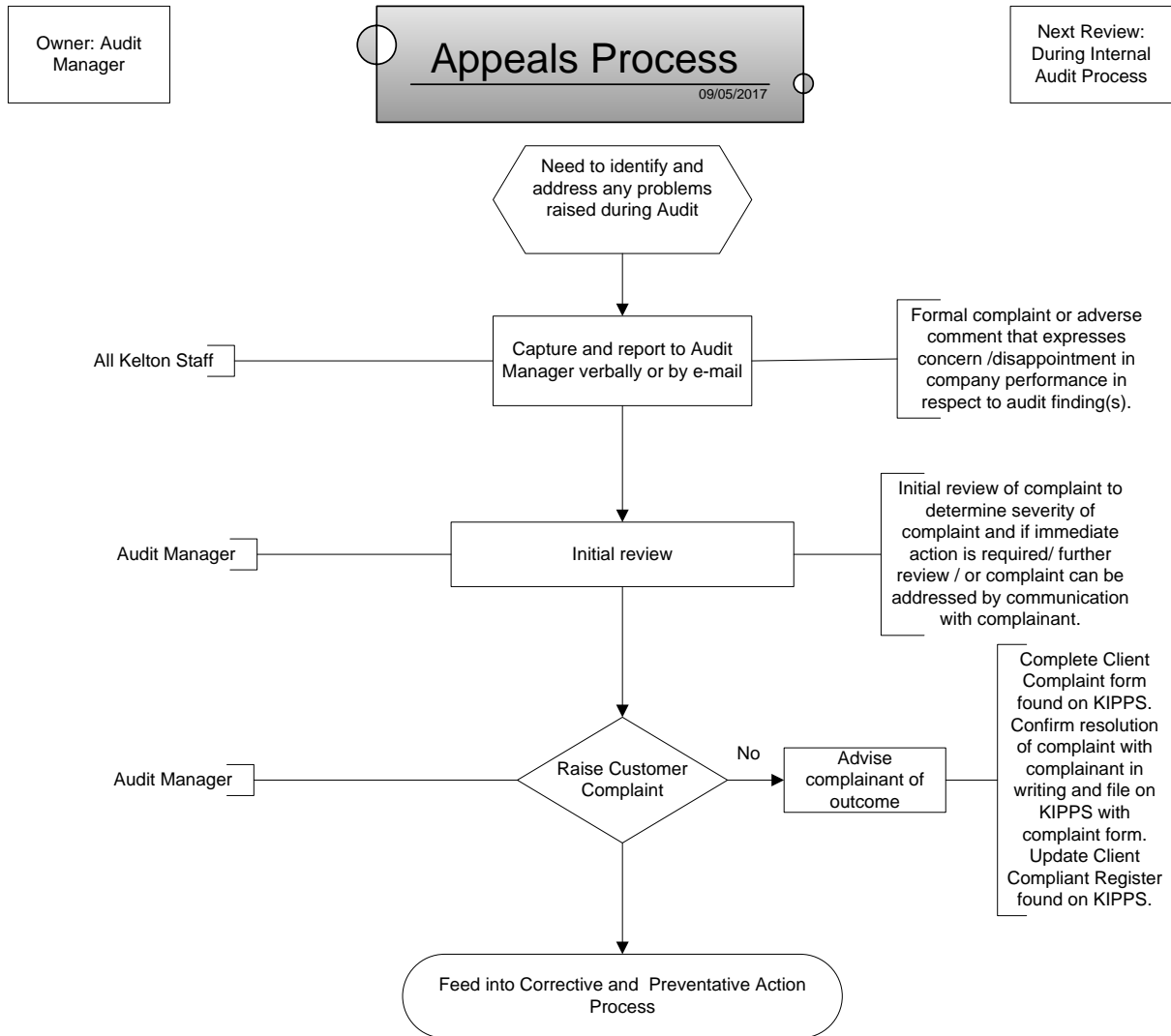
- to define the process for appeals
- to ensure that appeals are handled fairly and honestly
- to ensure that client or auditor bias is not influencing the audit finding

Procedure

- KELTON receives a formal appeal against audit finding(s) and is registered in our “Client Complaint Register”
- The Audit Manager* will review the appeal and establish if corrective action is required by:-
 - discussing the issue with the Client
 - discussing the issue with the Lead Auditor
 - reviewing the evidence against which the finding was made
 - taking advise from experts in the subject matter
- The Audit Manager* will produce a report detailing the outcome and issue to the relevant parties
- The Audit Manager* initiates the “Corrective and Preventative” process if required

* Note: Should the appeal relate to an audit conducted by the Audit Manager then the review etc. will be carried out by a competent individual not involved in the original inspection.

Non-Conforming Product

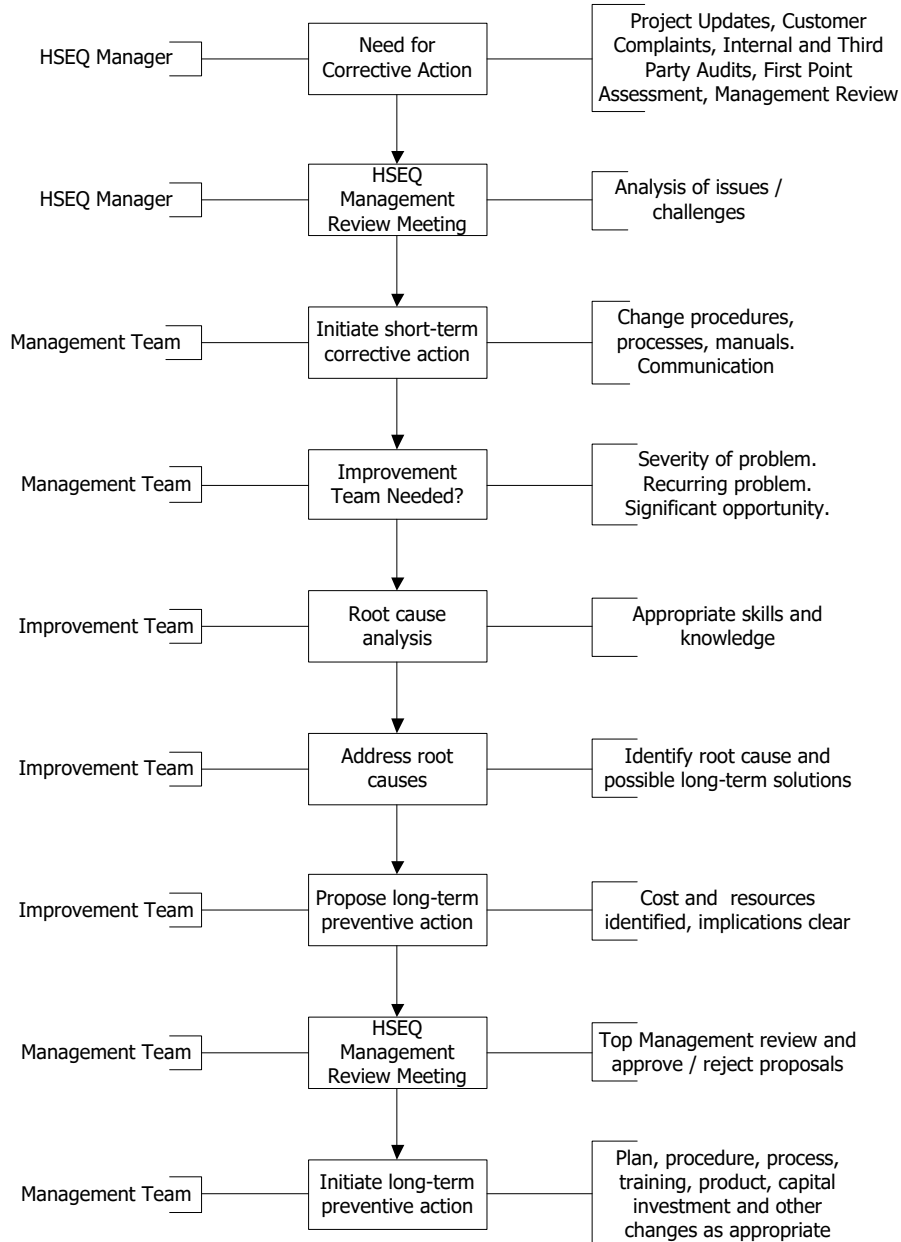


Corrective and Preventive Action

Process Owner:
HSEQ Manager

Corrective and Preventive Action
27/06/2012

Next Review:
During Internal
Audit Process



Customer complaint defined as: An expression of dissatisfaction, written or oral, from a client regarding the companies products, services or personnel.