

## 1.0 Scope

This procedure addresses the client appeal process applicable to the ISO 9001 and ISO 14001 certification services provided by BLISS CB LLC (BLISS CB).

## 2.0 Procedure

### 2.1 Client Appeals

2.1.1 A critical aspect of maintaining an impartial and fair certification service is to allow clients to request a fair, impartial and transparent review of an BLISS CB certification decision or audit finding that the Client finds unjust. Any client may submit a request to appeal any BLISS CB decision or conclusion related to certification activities.

2.1.1.1 Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant.

### 2.2 Recording and Notification

2.2.1 Upon notice by client to BLISS CB staff or auditor of desire to appeal a certification related decision, the client will be requested to submit the appeal and supporting evidence in writing to BLISS CB.

2.2.2 The details of the Appeal will be recorded in the Client Appeal Request Form.

### 2.3 Appeals Review Team

2.3.1 In an effort to maintain an impartial review of the Appeal, BLISS CB will request that a minimum of one member of the Impartiality Committee who represents the "voice of the customer" participate in all Appeals reviews.

2.3.2 The Appeal Request form and relevant data will be discussed by the Impartiality Committee.

2.3.3 No member of the Impartiality Committee shall have been involved in any sales, audit, or technical review aspects of the audit in question.

2.3.4 The key stages of the Appeal process will be:

2.3.4.1 Receive notice of desire to Appeal from client

2.3.4.2 BLISS CB staff member logs the Client intent to Appeal into the Complaint and Corrective Action Log, and distributes email notification to BLISS CB management staff.

2.3.4.3 Within 24 hours after receipt of notification to Appeal, BLISS CB will issue the Client Appeal Request Form.

2.3.4.4 Clients submits completed Client Appeal Request Form with relevant evidence to the BLISS CB Certification Manager.

2.3.4.5 The Certification Manager reviews the Appeal and notifies the President who convenes a meeting with Impartiality Committee to review facts of the Appeal. Interested party input, e.g. Auditor, client, accrediting body, is requested as needed.

2.3.5 Communication of progress and decision

2.3.5.1 BLISS CB staff will communicate status relevant to the key stages listed above.

2.3.5.2 The result of the Appeal review is recorded on the Client Appeal Form and distributed copies to Client and BLISS CB files, and accreditation body files if requested.

2.3.5.3 BLISS CB will maintain updated records within the Complaint and Corrective Action Log of timing and Impartiality Committee critical discussion points, intermediate actions and resultant actions arising after the Appeal decision.

### 3.0 Relevant Documents

3.1 Complaint Record and Improvement Log

3.2 Client Appeal Request Form

### 4.0 Revision History

Revision No.	Date	Approved by	Comments
Initial release	Jan 1, 2024	TI	