



# Conformity Assessment Management System Manual

Date 2023.05.01

## Appeals & Complaints

Onward Auditing management assures appeals and complaints are received, assigned, tracked, and communicated in a manner which maintains the integrity of the system, quality of the audit and provides feedback for continual improvement.

Appeals and complaints should first submit information emailing [info@onwardauditing.com](mailto:info@onwardauditing.com). Appeals and complaints may also be submitted in person and are encouraged to follow through with email.

Following receipt of the information, Onward Auditing personnel (the “clerk”) will respond to appellant / complainant to verify receipt. The clerk will assign the appeal / complaint information to appropriate departmental management who will investigate and establish contact with appellant / complainant and provide formal document to be completed by appellant / complainant or completed by proxy of the assigned departmental manager.

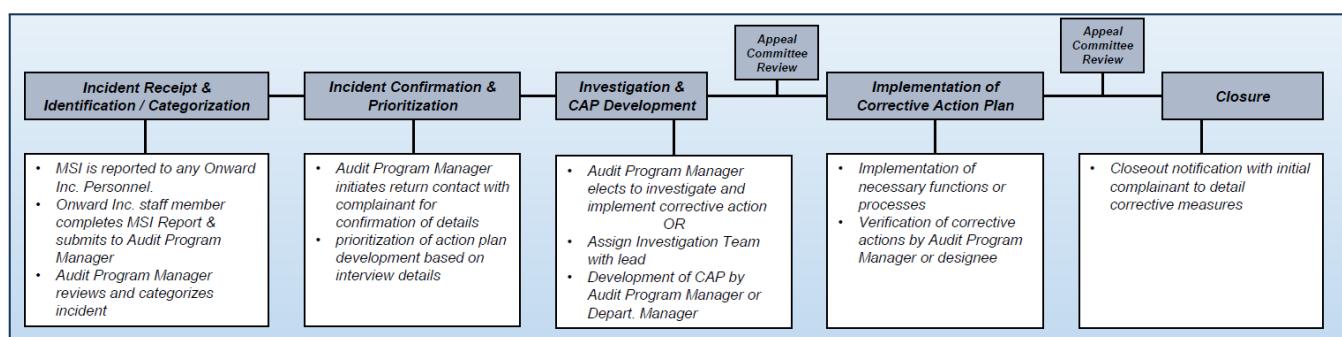
An investigation and analysis of the root cause of the infraction / appeal will be established along with necessary interviews. Information received from interviews and root cause is then used to develop a corrective action plan.

Following the CAP development, the information is submitted for review by the Appeals Committee (composed of personnel independent of interest in appeal / complaint) for approval or denial.

The corrective action plan is then implemented and verified by management. This verification is reviewed by the Appeals Committee then ruled as closed or final approval / denial of appeal.

A formal response is issued by the departmental manager of appeal status / complaint resolution.

Evaluation of the corrective action or appeals outcome are recorded and scheduled for next Management Review.



*Additional information regarding the appeals and complaints process available upon request*

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