

MANAGEMENT SYSTEM CERTIFICATION DOCUMENT	Document No: MSC-20-AA Page 1 of 2
APPEAL HANDLING PROCESS	Version: 02 Effective: Jan 2016
Compiled by: CERTIFICATION	Approved by : GM- Certification

APPEAL HANDLING PROCESS ACTIVITY RESPONSIBILITY Start **Quality Assurance Receive Appeal** Officer **Quality Assurance Register Appeal** Officer **Quality Assurance** Acknowledge Officer Receipt **GM:** Certification Forward to AC **Appeal Committee** Validate Appeal Inform Appeal Valid? Appellant and —No∕ **GM:Certification** Close Yes Uncontrolled copy if printed, unless signed by GM: Certification



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