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Policy and procedure for dealing with appeals

ROCO is responsible for all decisions at all levels of the appeals/complain-handling process. The ROCO shall ensure that the persons engaged in the appeals/complain-handling process are different from those who carried out the audits and made the certification decisions or linked with the nature of Appeal/complain.

The ROCO shall not take any discriminatory actions against the appellant/complainer, after submission, investigation and decision on complaints/Appeal Following shall be considered by ROCO, during appeals/Complain-handling processes.

- a) an outline of the process for receiving, validating and investigating the appeal/Complain, and for deciding what actions are to be taken in response to it, taking into account the results of previous similar appeals.
- b) ROCO shall gather and verify all necessary information to validate the appeal.
- c) Tracking and recording appeals/Complain, including actions undertaken to resolve them.
- d) Ensuring that any appropriate correction and corrective action are taken


Receipt of Appeals

- a. In the event of an operator wishing to appeal against any decision of ROCO The appeals are generally addressed to the CEO ROCO in writing within 21 working days of receipt of certification decision against which the appeals is made,
- b. Appeals request should be sent in the prescribed format (G. 48. Format for making an Appeal) along with the relevant supporting documents and prescribed fees of Rs.300/-for an individual operator and Rs. 500/- for a group/ processor/trader/input/wild harvester.
- c. Appeals and Complaint Officer / CEO ROCO on reviewing the appeal shall look for completeness of the supporting documents and shall ask the appellant for requisite missing document, if any.
- d. The Appellate authority shall take a final decision within 45 working days of receipt of the appeal.
- e. The appellant shall be given notice time of minimum 7 days to attend such a meeting if called upon by the appellate authority. At such a meeting, the appellate authority and the appellant shall be entitled to be heard confidentially.
- f. The decision of the appellate authority shall be final and Operator shall be informed accordingly. ROCO retains all the records pertaining to the handling of an appeal in the Appeal register.

The register has the following:

- a) Unique registration number given to each complaint/ appeal.
- b) Date of receipt of complaint/ appeal.
- c) Name & address of the complainant/ appellant.

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- d) Date of acknowledging of the compliant/ appeal.
- e) Details of action/ investigation.
- f) Date of closure

Quality Manager takes all appropriate follow-up actions on the decisions of the appellate authority and records the same in the appeal register.

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