CSIM Certification Appeals Procedure

1. Notification of Certificate Withdrawal (Sent to Client)

⏱ TL: 7 Days

2. Client may appeal in writing within 7 days, with relevant facts and data, to Certification Manager or General Manager

3. Administration Division receives appeal, generates Appeal Record

4. General Manager validates appeal (within accreditation scope)?

No / Not Valid → **Stop Process or Client asked for more evidence** → Process Ends

Yes / Valid

5. Certification Manager prepares supporting documentation and submits to Appeals Certification Committee (A.C.C.)

6. A.C.C. reviews documentation, investigates, may invite interested parties

7. A.C.C. makes final, binding decision

A.C.C. Decision Outcome?

Appeal Upheld

Appeal Rejected / Dispute Remains

Decision Made

8. Certification Manager completes Appeal Record and informs General Manager

10. Certificate Reinstated ← **9. General Manager informs client of decision** → **11. Proceed to Third-Party Dispute Resolution (Arbitral Body or Court), costs shared**

Process Complete