

APPEALS INFORMATION

An appeal is a formal notification of disagreement of a certification decision within a certification process, or request by the client of certification to AIM Certification for reconsideration of a decision it has made relating to their certification.

If you disagree with the findings in the first instance, please make an informal appeal to the Auditor and question the findings when the findings are presented.

He/she may consider your comments justified and make an adjustment to the findings. Should you not receive satisfactory answer from the Auditor and wish to lodge a formal appeal, please contact AIM Certification directly.

If there is a considerable time lapse between the certification decision and the appeal being submitted, it will make investigation more difficult. Appeals will be reviewed and investigated by the Committee. They shall be responsible for dealing with the appeal and coming to a conclusion, which will be provided to you in writing.

Regardless of the conclusions, received appeals shall be collated and submitted to the Committee who will ensure that your appeal has been dealt with fairly and without bias.

Please send in a formal email request to sales@aimcertification.com.sg for the required forms.

Appeals must be received by AIM CERTIFICATION within 4 (four) weeks after the (certification) decision was issued and must be submitted formally in writing.

APPEALS WORKFLOW

STEP 1	For appeals, please send in a formal email request to sales@aimcertification.com.sg for appeal form and write into us.
STEP 2	Upon receipt of the appeal, AIM CERTIFICATION will send an acknowledgement to the appellant.
STEP 3	The appeal committee will evaluate and investigate the appeal received
STEP 4	Appellant will be informed of the outcome of the evaluation and investigation.
STEP 5	AIM CERTIFICATION together with the relevant parties, will take the required actions determined for the resolution of the appeal.
STEP 6	If actions required to be taken will exceed 15 days from the date of receipt of the appeal, the appellant will be given a progress report.
STEP 7	Upon completion of the actions taken, appellant will be informed by AIM CERTIFICATION of the outcome of the appeal review.