Process for handling appeals -GCCLAB-Receive appeals *In writing only *Supporting documents shall be provided No Inform the appellant in written *Determine the nature of the objection Is the appeal *Clearly describe the issue and provide any and explain the reasons for authentic and valid? objective evidence to support each element or refusal aspect of the objection End Registration of the appeal Investigation is conducted by a work group consisting of the Quality Manager and other Investigation of the appeal employees who were not involved in the evaluation activities and the certification decision. Handling the appeal and determine the suitable decisions and actions Approving the results of the investigation and the proposed decisions by Impartiality the Committee Give formal notice of the outcome and the end of the appeal process to the appellant, with an explanation of all costs (if any) End of the appeal process and keep the minutes of the Impartiality Committee End