

Appeals and disputes:

Appeals against certification decisions are dealt with as follows:

The operation is informed about the right to appeal the certification decision by the following indication in the certification notification “This decision may be appealed within 30 days to SNRMS, Dehradun.

The letter must state the reason and rationale for the appeal such as:

- Relevant background information on the case.
- The Certification Department’s actions and ruling on the cases.
- Reasons to maintain or change the Certification Department’s position.
- Evidence to support the applicant’s assertions.
- A suggestion to resolve the problem.

If an operator does not agree with the Appeal committee decision, he may submit an application for reconsideration to the Management committee of SNRMS. If no consensus is reached even after that, operator is free to go to the accreditation body for final decision.