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25. . POLICY FOR HANDLING AND DEALING WITH APPEALS

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

MSOCB shall not take any discriminatory actions against the appellant/complainant; after submission, investigation and decision on complaints/appeal, proceedings shall be considered by MSOCB, during appeals/complaint-handling processes .

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

25.1. Appeal against decision of the MSOCB

A. First appeal:

- (i) The Operator can appeal to the appeal committee of the MSOCB against the decision of the Certification Body within 30 days of communication of the decision. The appeal shall be disposed of within two months.
- (ii) MSOCB has a policy and procedures for handling appeals by its certified Operators against its certification decision.
- (iii) MSOCB shall inform the Operators of the appeal procedures at the time of certification.
- (iv) The appellate/ appeal committee shall be independent from the certification activities and free from conflict.

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	16-10-2026	Quality Manager	CEO
Meghalaya State Organic Certification Body, Shillong, Meghalaya.			