ASSURION SERVICES LLC

Address: - 42 Guy Lombardo Ave, Freeport, NY 11520.

ASSURION PROCEDURE

P-02: PROCEDURE FOR APPEALS HANDLING

ISSUE NO: 1

DATE OF ISSUE: 15/03/2026

Assurion	ASSURION SERVICES LLC		
	Procedure for Appeals handling		
	PROCEDURE: P-02	Issue No.: 01	Date: **15/03/2026**

REVISION HISTORY

Revision Date	Description	Clause Affected	Revised By	Approved By

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	Procedure for Appeals handling		
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1. PURPOSE

The procedure defines the process for the appeals and to ensure that the appellant's appeals are dealt with in the most effective manner.

2. SCOPE

Appeals received by **Assurion Services LLC.**

3. RESPONSIBILITY

DIRECTOR

4. PROCEDURE

4.1. INTRODUCTION

An applicant, a certified company or any interested party may appeal against a decision of Assurion. The matter is referred to the Appeals Panel constituted by the Joint Director and whose decision is final.

4.2. ADMINISTRATION OF APPEALS

4.2.1. In the event of an applicant, Certified Client or any interested party, wishing to contest any decision of Assurion, he shall, within 14 days after having been officially informed of such a decision, give notice in writing to Assurion of his desire to appeal against the decision. The receipt of the appeal is acknowledged and the applicant is informed of the progress made and the outcome.

4.2.2. On receipt of an appeal Assurion will document it and provide a formal written acknowledgement to the appellant, Appeal will be acknowledged if includes request for reconsideration and any supporting documentation. Assurion will assign a unique identifier to the appeal for tracking purposes. Assurion ensures that appropriate correction and corrective action are taken and communicated. the Director will constitute an independent Appeal Panel with the consultation of Head Finance or DIRECTOR who will advise the Board of Directors and the Executive Committee/Impartiality Committee of the details of the appeal received. The Appeals Panel will consist of a chairman who will be assisted by two members representing the area of technical expertise related to the nature of the appellant's activities under certification. The appellant will have the right to object to the inclusion of any person in the Appeals Panel. All members chosen to form the Appeals Panel shall not have been involved in the decision against which the appeal has been received or who have carried out the audit and made the certification decision.

4.2.3. The meeting of the Appeal Panel will be held within 30 days of the receipt of notification from the appellant and the appellant will be provided with at least 7 clear days of written notice of the time and place of the Appeals Panel Meeting. Prior to the meeting of the Appeals Panel the existing decision of Assurion is to remain in force.

4.2.4. At the Appeals Panel Meeting both the appellant and the appropriate representative from Assurion shall be entitled to be heard in confidence and the majority decision of the Appeals Panel shall be final.

4.2.5. Assurion will be responsible for gathering and verifying all necessary information to validate the appeal. The DIRECTOR shall ensure that the appellant is advised in writing of the decision of the Appeals Panel within 7 days of the decision. Assurion shall record details of the appeal in the Register of Appeals and implement the decision of the appeals panel, as required.

4.2.6. On conclusion of the appeal, the DIRECTOR will also review the grounds of appeal and evaluate if any possible improvements to Assurion Management systems are required. A description of the appeals handling process is available on Assurion website to make it publicly accessible.

4.2.7. The DIRECTOR shall ensure that the submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant ensuring that any appropriate correction and corrective action are taken. The certification body shall give formal notice to the appellant of the end of the appeals-handling process. Assurion will communicate the decision to the appellant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the appeal.