

Procedure for Appeals

1. Purpose To outline the procedure for handling appeals to ensure compliance with ISO/IEC 17043:2023.

2. Scope This procedure applies to all appeals received by the ISHTM-AIIMS EQAP.

3. Definitions

- **Appeal:** A request by a participant for reconsideration of a decision made by the PT provider related to the evaluation of their performance.

4. Procedure

4.1 Receiving Appeals

- Appeals can also be submitted to the official email address info@ishtmaiimseqap.com.
- Upon receipt, the appeal is acknowledged, and the appellant is provided with progress reports and the outcome.

4.2 Investigation and Decision

- The appeal process includes:
 - Receiving and documenting the appeal.
 - Investigating the appeal.
 - Deciding on the actions to be taken in response to the appeal.
- The decision on the appeal is made by or reviewed and approved by individuals not involved in the original PT activities in question.

4.3 Tracking and Recording

- All appeals are tracked and recorded, including actions undertaken to resolve them.
- The records of appeals are maintained for future references.

4.4 Ensuring Appropriate Action

- Appropriate actions are taken based on the investigation of the appeal.
- The PT provider ensures that the submission, investigation, and decision on appeals do not result in any discriminatory actions against the appellant.

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4.5 Timeline for Appeal Resolution

The following timelines shall be followed as targets:

Activity	Timeline
Acknowledgement of appeal	Within 2 working days of receipt
Preliminary review and assignment for investigation	Within 3 working days of receipt
Investigation, collection of relevant information, and communication of outcome	Within 5 working days of receipt

Note: If an appeal cannot be resolved within the prescribed timeline due to its complexity or other justified circumstances, the appellant shall be informed of the reasons for the delay and the expected timeline.

5. Public Availability

- A description of the process for handling appeals is publicly available on the official ISHTM-AIIMS EQAP website.

6. Responsibilities

- The Quality Manager is responsible for overseeing the appeals process.

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