



Procedure for Appeals and complaints

P-PC-09 Rev- 00. 25/04/2019

Scope : This procedure define the process for Any appeal against decision of certification and complaints.

Normative reference: ISO 17024 and relevant Standard for which personnel certification scheme has been operation.

Procedure:

1.0 Appeal: Any appeal against any decision of certification (Suspension/Reducing scope/withdrawal) shall be recorded. The appeal will be handled in following manner:

1.1 Appeal shall be recorded.

1.2 Primary investigation in appeal is conducted by CEO to validate and deciding action on the appeal. CEO will decide based on past similar appeal if available. Acknowledge the receipt of appeal.

1.3 If appeal is validated CEO will constitute a specific 3 member committee having following: 1.

Examiner/evaluator of specific scheme who was not involved in any stage of certification process of that candidate, 2. CMD, 3. Any member of impartiality committee.

1.4 The appeal committee will review the appeal as well as file of candidate and may ask candidate to represent him. Candidate can represent himself by email/or in person as per his choice.

1.5 The appeal committee will conduct investigation based on appeal, Candidate representation and candidate file will impartially decided on the appeal.

1.6 After completion of appeal the candidate will be informed of decision and will also send formal notice to candidate of end of appeal-handling process.

1.7 Appeal will not result in any discriminatory action against the appellant.

Complaint:

2.0 Complaint: Complaint can be made by any person, in respect to any QACS employee, Any certified person or any arrangement of examination.

2.1 Complaint shall be recorded and inform the complainant the receipt of complaint.

2.2 Primary investigation in complaint is conducted by CEO to confirm whether complaint relates to certification activities for which it is responsible.

2.3 If complaint is not for any certification activities for which QACS is responsible, complaint is rejected and complainant is informed of rejection of complaint.

2.4 If complaint is for any certification activities for which QACS is responsible then CEO constitute a 3 member committee for Gathering and verifying all necessary information required for resolution of complaint. The committees would be of following 1. examiner/elvaluator, 2. Director operation and 3. system certification manager.

2.5 If complaint is against any QACS Employee or Certified person then Complaint may be referred to them without disclosing identity of complainant.

2.6 After decision of complaint committee the decision shall be reviewed and approved by CMD.

2.7 At the end of complaint handling process Complainant shall be given formal notice of end of complaint process and decision taken.