



## PROCEDURE: APPEAL HANDLING

### 1. **OBJECTIVE**

To ensure that appeal handling is carried out effectively and is accepted by the appellant.

### 2. **SCOPE**

For handling of accreditation appeals

### 3. **DEFINITION**

3.1 Appeal is a request from Certification body/Inspection body or Laboratory for reconsideration of any adverse accreditation decision related to its desired accreditation status.

3.2 Committee means The National Standardization Council (NSC)

3.3 Appeals Panel means a group of committees appointed by Chair of NSC to consider the appeals and make recommendation to NSC.

### 4. **REFERENCE**

4.1 ISO/IEC 17011:2017 Clause 7.13

4.2 QM Section 7 clause 7.3.2.3(2)

4.3 Procedure : Committee and Sub-Committee Meeting (PAD-MT01)

4.4 Procedure : Corrective and Preventive Action (PSY-CA01)

4.5 Procedure : Management Review (PSY-MR01)

4.6 Procedure : Identification of Conflict of Interest and Declaration of Confidentiality (PSY-CF01)

### 5. **RELATED MATTERS**

5.1 Appeal List Form (FSY-AL01)

5.2 Appeal file

5.3 Letter Notifying Appeal Panel (for Appellant) Form (FSY-AL04)

5.4 Letter Notifying Appeal Panel Appointment (for Appeal Panel) Form (FSY-AL02)

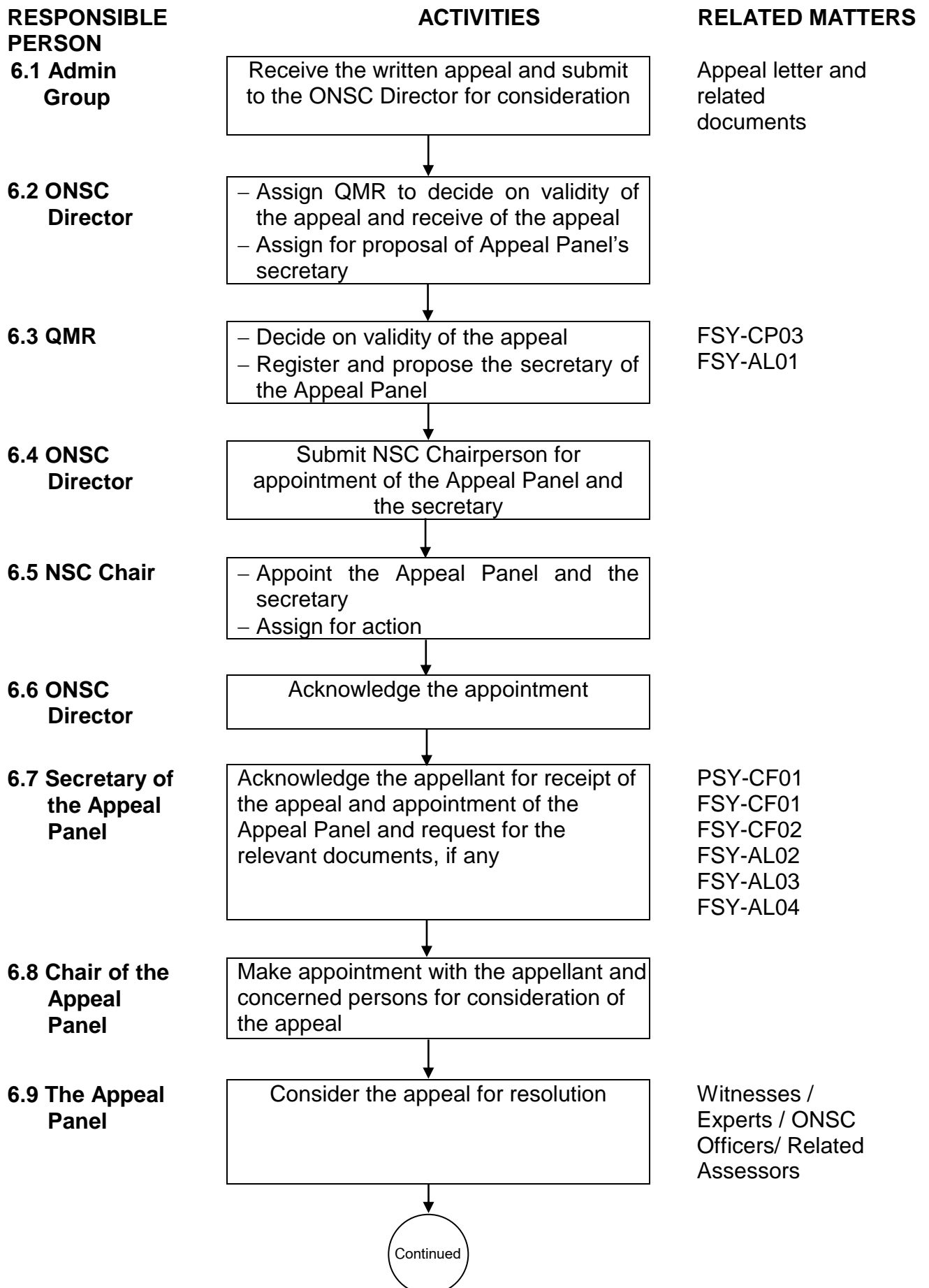
5.5 Memorandum Notifying Appeal Panel Appointment (for Appeal Panel) Form (FSY-AL03)

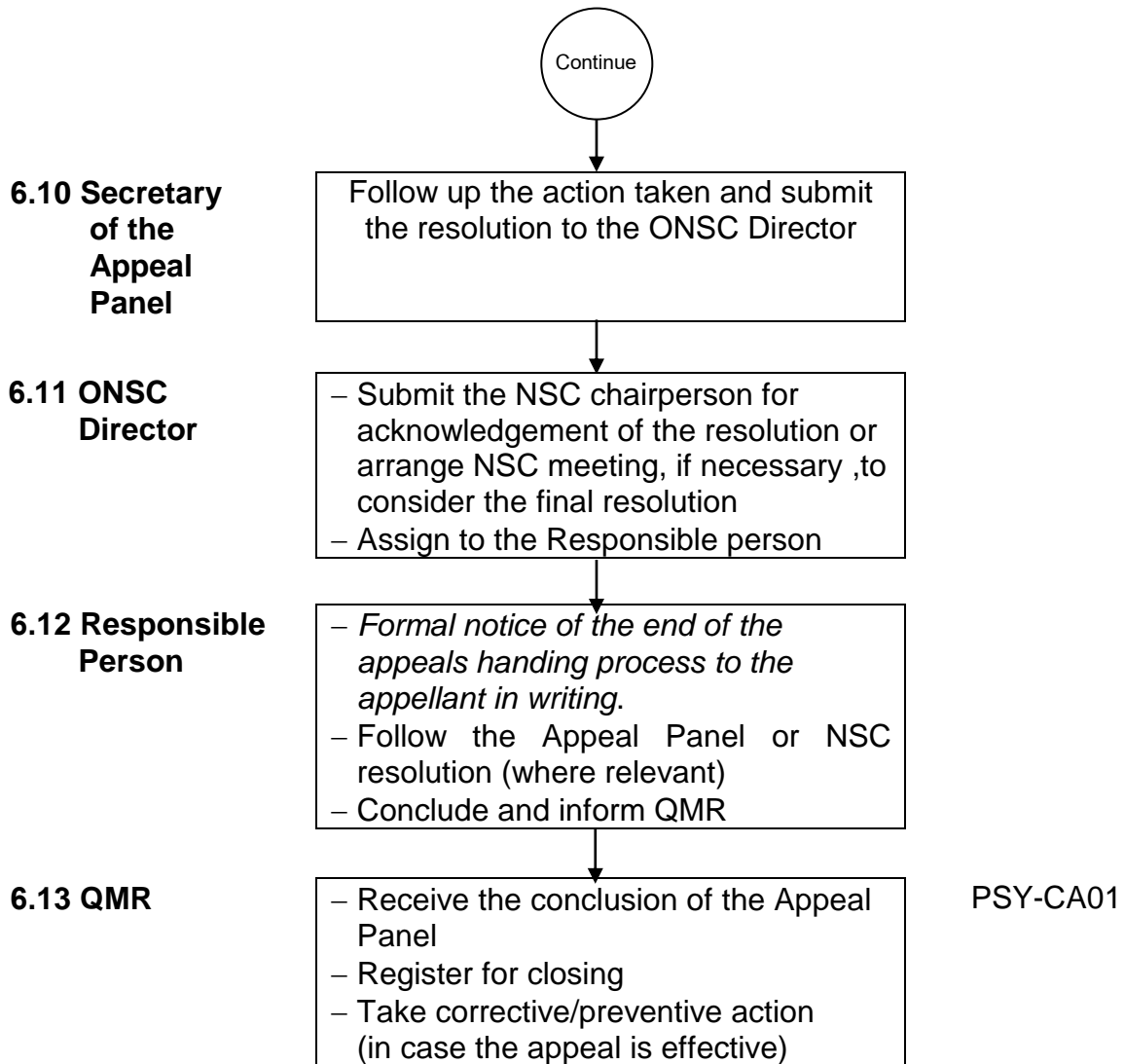
5.6 Confidentiality Statement Form (FSY-CF01)

5.7 Conflict of Interest Statement Form (FSY-CF02)

5.8 Categorization of Complaint and Appeal Form (FSY-CP03)

## 6. FLOW CHART





## **7. PROCEDURE**

### **7.1 ADMINISTRATIVE GROUP**

Received the written appeal, collect related documents, and submit to ONSC Director for consideration. The appellant must lodge the appeal to ONSC Director within 30 working days since acknowledged letter informing measure or decision making.

### **7.2 ONSC DIRECTOR**

7.2.1 Assign QMR to decide on validity of the appeal.

7.2.2 Approve for receiving the appeal if QMR considered it as an appeal and order to propose secretariat of Appeal Panel from ONSC staff.

7.2.3 Forward to QMR for registration.

### **7.3 QMR**

7.3.1 Decide on validity of the appeal in form FSY-CL03 and register the appeal in form FSY 03/01 when it is concluded as an appeal.

7.3.2 Propose the secretary of the appeal panel

### **7.4 ONSC DIRECTOR**

Consider the proposed secretary and submit to the NSC Chairperson for appointing the secretary and members of the appeal panel. The appeal panel shall comprise three members whom selected from the member of NSC. One of the members of the appeal panel shall be appointed as a Chairperson. No member of the appeal panel shall be from the accredited body or have direct interest in the subject of the appeal.

### **7.5 NSC CHAIRPERSON**

7.5.1 Appoint the appeal panel and assign for action taken.

7.5.2 Appoint secretary of the Appeal Panel who shall not have voting right.

### **7.6 ONSC DIRECTOR**

Acknowledge the appointment of the Appeal Panel and secretary of the Appeal Panel. Inform related group and secretary of the Appeal Panel for further processing.

### **7.7 SECRETARY OF THE APPEAL PANEL**

7.7.1 Acknowledge the appellant for receipt of the appeal and appointment of the Appeal Panel, using FSY-AL04.

7.7.2 If the appellant does not agree with the appointment with appropriate reason, proceed according to clause 7.3 or others as appropriate then submit to chief of group and/or the ONSC Director to consider until reaching the resolution. All relevant documents shall be kept in appeal file.

7.7.3 In case the appellant does not have any objection with the appointment, notify member of the Appeal Panel formally using form FSY-AL02 and/or FSY-AL03 as appropriate. Each member of the Appeal Panel shall sign, for the first assignment, on form FSY-CF01 which shall be kept in confidentiality statement file. Signature shall be given in form FSY-CF02 for every assignment, according to procedure PSY-CF01. All relevant documents shall be kept in appeal file.

- 7.7.4 Submit the appeal file and related documents to the Chair of the Appeal Panel

## **7.8 CHAIR OF THE APPEAL PANEL**

- 7.8.1 Make an appointment, through the secretary, with the appellant and all concerned persons with information of venue, date and time.
- 7.8.2 The meeting shall be held within 30 working days after receiving the appeal.  
The appellant shall be acknowledged of venue, date, and time of the meeting at least five working days prior to the date of meeting.

## **7.9 THE APPEAL PANEL**

- 7.9.1 The Appeal Panel shall consider the appeal with fairness. The decision shall be based on the majority opinion. And each member of the appeal panel shall sign on the resolution.
- 7.9.2 The Appeal Panel may hear or have a discussion with witnesses, experts, hold a meeting or process as necessary to reach a sound judgement.
- 7.9.3 ONSC officer and related assessment team shall tell the truth to the Appeals Panel without concealment.
- 7.8.3 The Appeal Panel shall complete the judgment within *60 days* after receiving the appeal.
- 7.9.4 If the final resolution can not be reached in time, Extension of time may only be granted by NSC chairperson, not to exceed two times, each at a maximum of 15 working days.
- 7.9.5 If the appellant and the Appeal Panel need more detail from the witness, the name and address of the witness shall be notified to the appeal panel or appellant, in writing, at least five working days before consideration in the meeting.
- 7.9.6 The member of the Appeal Panel shall keep confidentiality of all information received during consideration process of the appeal.
- 7.9.7 During the function of the Appeal Panel, previous decision on the appeal is valid.

## **7.10 SECRETARY OF THE APPEAL PANEL**

Submit the ONSC Director for acknowledgement of the resolution of the Appeal Panel.

## **7.11 ONSC DIRECTOR**

Submit the NSC Chairperson for acknowledgement of the resolution or arrange the NSC meeting to consider the resolution from the Appeal Panel, if necessary. The decision of the Council shall be final. The final resolution will be passed to the responsible person for proceeding.

## **7.12 RESPONSIBLE PERSON**

- 7.12.1 *Formal notice of the end of the appeals handing process to the appellant in writing* within ten working days after the judgement is made by sending a copy of the resolution to the appellant. The original one shall be kept at ONSC.

- 7.12.2 In case the appeal is effective, proceed according to the Appeal Panel or NSC resolution (where relevant) and take corrective and preventive action according to procedure PSY-CA01.
- 7.12.3 Inform the action taken to QMR for acknowledgement.

### **7.13 QMR**

- 7.13.1 Receive the conclusion of the appeal panel, record the resolution, and close the appeal in form FSY-AL01
- 7.13.2 In case the appeal is effective, follow the resolution of the Appeal Panel or NSC (where relevant) and take corrective and preventive action according to procedure PSY-CA01