



## **1. METHOD OF DEALING WITH APPEALS RELATED TO PERSON CERTIFICATION DECISIONS**

Any inquiry or request related to an appeal is received, NCPC will attend it and acknowledge the appeal and inform the appellant. The appellant shall send the appeal within 01 month of the certification decision.

- 1.1.** NCPC shall discuss about the appeal with the Certification Committee (CC) and act as follows.
  - a) If the appeal is still within CC's purview and a favourable decision can be taken, CC will resolve the appeal.
  - b) If the appeal is related to a person certification decision, CEO shall refer it to the Board of Directors
  - c) If the appeal is not related to a person certification decision, CEO shall reject it and notify the appellant, retaining a copy.
- 1.2.** In case of 1.1b, the Board of Directors will appoint an impartial appeal committee comprising of a Chairperson and two other members. The appellant will be informed of the investigation and the appeal committee. The appellant has the right to state his/her objections to the constitution of the appeal committee in writing to the CEO. The Board of Management have the right to consider the reasons for objections made and to decide whether or not to accept the objection and amend the constitution of the appeal committee.
- 1.3.** The appeal committee shall conduct the investigation on the appeal. As necessary, the appellant may be invited for the investigation. The investigation shall be concluded within one (01) month
- 1.4.** The members of the appeal committee shall judge the matter in open, justifiable and fair manner and decide the decision on consensus.
- 1.5.** NCPC will notify the final decision of the appeal in writing to the party concerned.

## **2. METHOD OF HANDLING CUSTOMER COMPLAINTS RECEIVED UNDER PERSON CERTIFICATION SCHEMES**

- 2.1.** All complaints received to NCPC with regard to person certification shall be directed to Certification Manager (CM). CM shall review the complaint including verbal requests and act as follows.
  - a) If the complaint is related to person certification, send it to Project Officer (PO) with his/her remarks
  - b) If the complaint has no valid reason, discuss with the complainant and settle the matter
  - c) If the complaint is against the CM, direct the complaint to CEO. If the complaint is justifiable, CEO shall make his/her remarks and refer it to the Board of Directors with a copy referred to the CM.
- 2.2.** NCPC register all the complaints and acknowledge the complaint and inform the complainant the acknowledgement. And CEO will appoint an independent officer to investigate the complaint.
- 2.3.** NCPC will take action depending on the recommendation made. If the recommendation is related to the status of person certification, CEO shall refer the case to certification committee for suitable action.
- 2.4.** The results of complaint shall be communicated to both the complainant and the certificate holder/client involved.