



NATIONAL CLEANER PRODUCTION CENTRE, SRI LANKA
SCHEME FOR CERTIFICATION OF PERSONS
Procedure for Appeals

1. PURPOSE

To describe the method of dealing with appeals related to person certification decisions

2. SCOPE

This procedure describes the activities to be involved in dealing with appeals.

3. DEFINITIONS

3.1 appeal – request by the provider of the object of conformity assessment to the conformity assessment body or accreditation body for reconsideration by that body of a decision it has made relating to that object.

4. RESPONSIBILITY

4.1. Chief Executive Officer - CEO

Responsible for setting up an appeal committee through the Board of Management, registering appeals, and coordinating with the appeal committee and appellant till the judgment is passed.

4.2. Certification Committee - CC

Responsible for reviewing appeals and doing justification, if possible for the appellant.

4.3. Appeal Committee - AC

Responsible for conducting an impartial investigation and passing the judgment on the appeal

5. PROCEDURE

5.1. Any inquiry or request related to an appeal is received, CEO shall fill the appeals form; FM-PC-27 and send it to the CC, with the request, retaining a copy of it with CEO. CEO shall acknowledge the appeal and inform the appellant using FM-PC-28. The appellant shall send the appeal within 01 month of the certification decision.

5.2. CEO shall discuss about the appeal with the 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 Management
- c) If the appeal is not related to a person certification decision, CEO shall reject it and notify the appellant, retaining a copy.

5.3. In case of 5.2b, the Board of Management shall appoint an impartial appeal committee comprising of a Chairperson and two other members, who are having knowledge and experience in person certification. The appellant shall 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.

5.4. 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 and both appellant and the appeal committee have the right to avail themselves of assistance from witnesses, provided that the names and address of the witnesses have been informed in writing to the appeal committee or to the applicant.

5.5. The members of the appeal committee shall judge the matter in open, justifiable and fair manner and decide the decision on consensus. The judgment shall be signed by all members of the appeal committee. The decision of the appeal committee is final and conclusive.

5.6. CEO shall notify the final decision of the appeal in writing to the party concerned.

5.7. All details pertaining to appeals are maintained in the appeals register; RG-PC-05 ensuring that appropriate correction and corrective action are taken and records maintained.

6 Related Documents:

FM-PC-32 – Appeal form

FM-PC-33 – Acknowledgement letter informing the appellant

PC-RG-05 – Appeals Register