

## **PROCEDURE – APPEALS & COMPLAINTS**

### **PURPOSE:**

The purpose of this procedure is to describe the policies and the procedure to follow in the event of an appeal or complaint about an IDEST decision, inspector or any other member of IDEST.

### **SCOPE:**

This procedure addresses section 9.8 and 9.9 of 17024:2012 entitled '**Appeals against decisions on certification**' and '**Complaints**' respectively that state

#### **9.8 Appeals against decisions on certification**

*'In the event of an appeal IDEST will act in accordance with the administrative policy and procedure for dealing with appeals.'*

#### **9.9 Complaints**

*'In the event of a complaint IDEST will act in accordance with the administrative policy and procedure for dealing with complaints.'*

### **REFERENCES:**

- ISO 17024:2012 – Sections 9.8 & 9.9
- IDEST Document D001

### **POLICIES:**

The policies, as outlined in D001 – 9.8.2, require the **appeal** to be in writing stating the reasons why the applicant is appealing. A copy of the Inspector's report shall be sent to the Chief Engineer who may request further information from any source.

The policies, as outlined in D001 – 9.9.3, require the **complaint** to be handled in a constructive, impartial and timely manner. The complaints handling policy shall have:

- a.) An outline of the process for receiving, validating, investigating the complaints and shall include what actions are taken in response to it.
- b.) A system for tracking and recording the complaint, including actions taken in response to them.
- c.) Ensuring that if applicable, appropriate corrections and corrective action are taken.

### **PROCEDURE:**

- 1) Anyone wishing to make an appeal against a decision on certification must submit an appeal in writing stating the reasons why the applicant is appealing.
- 2) Anyone wishing to make a complaint about an IDEST inspector or other member of IDEST must complete a **Complaints Form D029**.
- 3) This appeal and/or completed form must be sent to the Administration Office for processing.
- 4) The received appeal and/or form will be logged by the Administration Officer and forwarded to the Chairman, Chief Engineer or other appointed person.

- 5) The Appellant/Complainant will be informed of the receipt of their appeal/form and be provided with progress reports as the investigation proceeds.
- 6) An impartial person will be appointed as Investigator to conduct the appeal/complaint investigation.
- 7) The Investigator will contact all parties concerned and conduct appropriate interviews to collate the facts of the situation.
- 8) On completion of the fact finding, the investigator will complete a report on the **Complaints Form D029**, which includes their findings, conclusions, recommendations and action taken to avoid a repeat.
- 9) The completed report or **Complaints Form D029** will be sent to the Chairman, who will carry out the recommendations of the Investigator.
- 10) The final decision will be reviewed by the IDEST Scheme Committee for approval.
- 11) The Chairman will contact the Test Centre and inform them of the findings of the Investigator, their recommendations and final decision.
- 12) In the event that the Appellant/Complainant is not satisfied with the outcome of the investigation, they are entitled to a second and final appeal.
- 13) Any appeal must be made in writing to the IDEST Scheme Committee within seven working days of receiving the outcome of the investigation.
- 14) The IDEST Scheme Committee will meet to discuss the findings of the initial investigation, the decision made and points raised in the appeal.
- 15) The IDEST Scheme Committee will make a final and definitive decision of the situation and communicate this in writing to the Complainant.