

Cert-ain Certification Ltd. roles and responsibilities

Cert-ain Certification Ltd. (CCL) is committed to providing a high quality certification service to its customers. Our aim is to treat all parties fairly and equitably and handle all appeals in a constructive, impartial and a timely manner.

Whenever possible, CCL shall make appropriate arrangements to safeguard the confidentiality of information relating to any appeals.

CCL shall consider appeals in accordance with the requirements of international standard ISO/IEC 17024 "Conformity assessment – General requirements for bodies operating certification of persons".

CCL will consider appeals against decisions relating to:

- not issuing certification
- suspending or withdrawing certification
- requests for corrective action
- outcome(s) of a complaint investigation

Submitting an appeal

Appeals shall be submitted in writing to the CCL Certification Manager within 10 working days of the date of written notification of the decision.

Any decision, shall remain in place until any changes are agreed at the end of either Stage 1 or Stage 2 of the appeals process.

The appellant shall not be liable for any costs relating to successful appeals - CCL shall however impose reasonable administration costs/travel expenses to unsuccessful appellants.

Dealing with an appeal

The CCL process for dealing with appeals consists of two separate stages.

Stage 1

- CCL will acknowledge receipt of the written appeal within two working days (Monday to Friday) of receipt;
- CCL shall appoint a member of its management team to investigate the appeal – the appointed person will have not been previously involved in the decision making process relating to the appeal;
- The appointed person shall investigate the appeal and inform the appellant of the outcome within 30 working days of initial receipt of the appeal;
- CCL shall take any corrective and/or preventative actions as deemed to be necessary.

Stage 2

- The appellant (or CCL) may request the CCL Appeals Committee (AC) to give further consideration to the appeal;
- The request must be received in writing within 30 working days of the notification of the outcome of the Stage 1 appeal;
- The Chairman of the CCL Impartiality Committee (IC) shall nominate a Chairman and two other members of the AC from members of the IC;
- AC members shall not have been personally involved in any matters relating to the appeal and shall have no commercial interest in the appeal outcome;

- Should the appellant object to the membership of the AC, the Chairman of the IC shall select a replacement;
- Should the AC deem it necessary, a hearing will be held for the purposes of providing the opportunity for both the appellant and for CCL to present their case;
- Appellants shall submit any supporting documentation to the Chairman of the AC at least 5 working days prior to the hearing;
- Should the AC deem it necessary, experts and witnesses may be asked to attend the hearing;
- The AC will consider the evidence and make a recommendation to the Chairman of the IC within 60 working days of the date that the request was made to instigate the Stage 2 appeal process;
- Within 3 working days of receipt of the recommendation, the Chairman of the IC shall make the final decision and inform the appellant in writing of the appeal outcome;
- The appellant shall be provided with the conclusions and any recommendations made by the AC;
- CCL shall take any preventative and/or corrective actions as deemed to be necessary;

Submitting an appeal

All appeals shall be submitted in writing to the Certification Manager at:

Cert-ain Certification Ltd.
58A High Street
Melbourne
Derby
DE73 8GJ

email: info@cert-ain.com