

**Q-P-07**

# **Procedure Manual**

## **Handling of Representations and Appeals**

Approved by: Johann van der Merwe

Signed:



Dated: 12<sup>th</sup> October 2018

Revision: 007



# PROCEDURE MANUAL

<b>Description: Handling of Representations and Appeals</b>	<b>Reference Number: Q-P-07</b>
<b>Cross Reference: 17021:2015 Clause 9</b>	<b>Effective Date: 12-10-2018</b>

## 1.0 Scope

To define the Handling of Representations and Appeals of SHEQ National CERT.

## 2.0 References:

ISO 19011:2018  
ISO 17021:2015  
ISO 17021-2: 2016  
ISO 17021-3: 2017  
ISO 17021-10:2018  
IAF Relevant Publications  
SANAS Relevant Publications

## 3.0 Requirements and Responsibilities:

It is a responsibility of the Managing Director to ensure that the following requirements are complied with:

Any person with an interest in the SHEQ NATIONAL CERT certification process, including all clients of SHEQ NATIONAL CERT, has the right to question any decision made by SHEQ NATIONAL CERT at any stage of registration.

While a representation or an appeal is pending, SHEQ NATIONAL CERT shall not implement any action which is the subject of the representation or appeal.

In the first instance the appellant makes written representations to SHEQ NATIONAL CERT. Those instances, which cannot be resolved by the SHEQ NATIONAL CERT Administration Manager to the satisfaction of the client, shall be forwarded to the SHEQ NATIONAL CERT Managing Director for consideration within ten days.

Upon notification of the SHEQ NATIONAL CERT ruling on the representation made to it, the Administration Manager shall inform the appellant of the ruling by a recorded delivery within 3 working days (form SHEQ NATIONAL CERT Letterhead shall be used).

The appellant shall also be advised that if the ruling is not accepted then an appeal will need to be lodged together with the prescribed deposit. The deposit is refundable in full

if the appeal is successful.

Once the Administration Manager receives confirmation from the appellant that he/she wishes to enter into the formal appeals process, an Appeals Committee shall be established within 28 calendar days of notification of the appeal being received.

The Appeals Committee shall consist of at least three members selected from persons nominated by the SHEQ NATIONAL CERT Managing Director, none of whom shall be an SHEQ NATIONAL CERT employee or subcontractor. Nor shall any member of the Appeals Committee have any vested or commercial interest in the matter of the appeal. The representation of the members of the Appeals Committee shall be such that no one interest shall predominate.

In the event that the appellant lodges an objection to a member of the Appeals Committee, the SHEQ NATIONAL CERT Management shall consider the grounds given and shall make a recommendation.

The members of the Appeals Committee shall sign an F4-005 Undertaking of Confidentiality and confirm no conflict of interest.

The SHEQ NATIONAL CERT Managing Director shall determine when and where the Appeals Committee shall be convened and shall notify the appellant, prior to the meeting of the Appeals Committee, of the identity of the committee members, affording the appellant the opportunity to raise an objection.

It is essential that the committee has access to the relevant industrial, commercial and legal expertise to handle the appeal. It may therefore be necessary to seek individual(s) from inside or outside of SHEQ NATIONAL CERT to be in attendance in an advisory capacity.

The Appeals Committee shall establish its own process and may permit the appellant and/or SHEQ NATIONAL CERT representatives to attend the Appeals Committee meeting and to present their case.

The decision of the Appeals Committee shall be final and shall be communicated to the SHEQ NATIONAL CERT Managing Director.

The Managing Director shall notify the appellant of the decision of the Appeals Committee by recorded delivery within 5 working days (SHEQ NATIONAL CERT Letterhead shall be used).

The SHEQ NATIONAL CERT Management shall not amend, or in any way vary, the decision of the Appeals Committee. Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant.

It is a responsibility of the Administration Coordinator to ensure that for each representation and appeal a non conformance is raised in the Non Conformance Database

This Procedure is publicly accessible on the [www.sheqnationalcert.co.za](http://www.sheqnationalcert.co.za) website.

<b>Approved by Date :</b>	12-10-2018	<b>Approved By:</b>	Johann van der Merwe
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