

P12 Complaints and appeals

Document contents

Procedure of handling complaints and appeals at ISAC. This information shall be available on the ISAC website.

Complaints

A complaint is an expression of dissatisfaction to ISAC, other than appeal, by any person or organization, relating to the activities of ISAC or of an accredited conformity assessment body, where a response of ISAC is expected.

Complaints must include a description of the incident in question and must include information on a contact person. In the "Complaints, feedback and appeals" form on the ISAC website, a name, email address, subject of the complaint and a more detailed description can be entered.

When a complaint is received, it is logged as a case, and an ISAC employee sends confirmation of receipt to the complainant.

Guided by impartiality, the ISAC manager (or his/her deputy) assigns the complaint to the appropriate ISAC employee (case officer) for substantive handling. At the same time, the ISAC manager assesses whether the complaint is legitimate, i.e. whether it relates to accreditation activities for which ISAC is responsible for and whether it is not based solely on hearsay. If the assessment concludes that the complaint is not legitimate it is referred to the case officer to respond and provide guidance to the complainant and then to close the case.

The case officer confirms with the complainant that the resolution process of a legitimate complaint has begun and shall take it into substantive consideration, investigate it, obtain additional evidence, record the main actions taken and, if necessary, inform the complainant of the progress of the case. If a complaint is made against a conformity assessment body, it shall first be checked, if necessary, whether the complaint has been dealt with by the body. ISAC may carry out an additional audit of a conformity assessment body if necessary for the investigation of a complaint.

The case officer informs the ISAC manager of the results of the investigation and recommends actions, if appropriate, and the response is decided by the ISAC manager. The result of an investigation of a complaint shall be reviewed by an independent party if the case officers are not considered to be fully impartial. The goal is to resolve complaints within one month.

The case officer shall send ISAC's formal response to the complaint to the complainant. The process shall then be considered completed, and the case shall be closed. If the complainant objects to the outcome and providence of guidance or explanation of the outcome is not sufficient, the complaint process shall be repeated as if it were a new complaint.

Investigation and decision on complaints shall not result in any discriminatory actions against the complainant.

Appeals

An appeal is a request by a conformity assessment body for reconsideration of any adverse accreditation decision related to its desired accreditation status.

A request for appeal must be in writing and submitted within one month of the date of the decision. The request must be accompanied by a statement of reasons for the decision to be reconsidered.

When an appeal is received, it is logged as a case, and an ISAC employee sends confirmation of receipt to the appellant. At the same time, the appellant shall be informed of the procedure of this type of procedure and that the costs of its processing shall be paid by the appellant, including the appointment of an appeal committee. However, the appellant shall not bear any costs if the review of a decision results in a new decision.

The ISAC manager (or his/her deputy) assigns the appeal to the appropriate ISAC employee (case officer) for internal handling. At the same time, the ISAC manager (or his/her deputy) assesses whether the appeal request is legitimate, including whether the appealed decision has had adverse effect, whether the request was received within the time limit and whether the request has not been withdrawn. If the assessment concludes that the appeal request is not legitimate, it is referred to the case officer to respond and provide guidance to the appellant and then to close the case.

If the appeal is legitimate, ISAC will appoint a special appeal committee (ad hoc) to review the decision. The appeal committee shall operate in accordance with ISAC's procedures (ACD-0015) and shall be responsible for reviewing and to rule on the decision. The appeal committee shall be composed of competent and impartial individuals who have not previously been involved in the decision in question.

The appeal committee shall be appointed within two weeks of receipt of the appeal request, if possible. The case officer shall inform the appellant that an appeal committee has been appointed.

The case officer makes information about the appeal request available to the appeal committee and the information that the decision committee based its decision on. The appeal committee may also request further information from the relevant ISAC staff and the appellant. The appellant may request a meeting with the appeal committee to follow up on its reasoning. The appeal committee's conclusion shall be delivered to the case officer. The appeal committee has thus completed its work. The aim shall be to reach a conclusion within four weeks of the appeal committee being appointed.

The case officer shall notify the appellant of the decision of the appeal committee, which is final on behalf of ISAC.

ISAC staff present the findings of the appeal committee to the ISAC decision committee in a formal briefing session, and minutes are taken.

The decision of the appeals committee, the notification to the appellant and the minutes of the briefing session are filed in the case by the case officer and the case shall then be closed. This concludes the ISAC procedure.

Investigation and decision on appeals shall not result in any discriminatory actions against the appellant.

TRANSLATION