

10. Appeals treatment

According to the hereafter process, an appeal of a decision may be filed by an organization applying for certification or certified organization may dispute a decision taken by the Certification Body according to the terms of the applicable General Terms and Conditions of Certification.

The appeal is registered by the Project Manager, who fulfills the form (AC-IMP-037).

The appeal made is recorded in the "Quality database (BDD)" by the Project Manager.

The appeal is transmitted to the CB Director who transmits it immediately and systematically to the President of the CPI.

The CPI chairman acknowledges the appeal and forms the CoSA by appointing two of the CPI members to assist in its decision review, according to the skills required to handle the appeal, as well as an auditor, an auditor who did not take part in the concerned certification process but who has the qualifications for the appellant activity.

The Certification Body places at the disposal of CoSA a member as a representative of the Certification Body - as secretary of the meeting (organizer and transcriber of CoSA), having knowledge of the certification process (ideally an internal auditor qualified for the relevant accreditation standard).

CoSA analyzes the decision appeal, collects from the Project Manager concerned, or even from the customer, information necessary for its decision-making.

CoSA issue its conclusion: the CB decision is or reversed or confirmed by CoSA.

Conclusion is irrevocable and without appeal.

This conclusion is sent to the Certification Body's Director.

The Project Manager is responsible for informing the Client of the CoSA's conclusion and for applying or withdraw the Certification Body decision where appropriate.

Appeal management flowchart

