



1 OBJECTIVE: To ensure that the appellant receives an independent and unbiased decision on the certification appeal.

2 SCOPE: This procedure applies to appeals against certification decisions.

3 DEFINITIONS:

3.1 Appeal: A written communication opposing a decision made under the Integrated Management Systems Certification Scheme

3.2 Appellant: The client/client organization submitting the appeal

3.3 Appeal Committee: A committee formed by the BCS Certification Board of Directors.

4. RELATED DOCUMENTS

4.1 Appeal form: BCS/R/27

4.2 Terms and conditions for certification: BCS/IR/CD/001

5. RESPONSIBILITY:

5.1 Board of Directors : Setting up the Appeals Committee

5.2 Appeals Committee (AC) : Conducting an impartial investigation and giving the Judgment on the appeal.

5.3 Director : Registering the appeal and coordinating with the Appeals Committee until judgment is given

6. PROCEDURE

6.1 The appeal form BCS/R/27 shall be sent to the Appellant for any inquiry or request to the appeal received.

6.2 When the appeal is received, it is entered in the appeal register, and the appeal is acknowledged and checked to see if it falls within the scope of the IMSM scheme.

6.3 If the appeal falls outside the scope of certification, the Director must reject it and notify the appellant

6.4 If the appeal is found to be within the scope of certification, the Director must present it to the Board of Directors.

If the certification is rejected due to technical application issues, such as non-compliance with any requirements, it should be forwarded to the certification committee for review. The certification committee



will forward the review report to the appeal committee for further action. The appeal committee will be made up of technically qualified individuals.

6.5 If the appeal is based on management commitment, the score is 6.5. To review the appeal, the Board of Directors shall appoint an Appeals Committee of at least three members. The following will be the constitution:

- Director
- Representative from CNCI
- Representative from NCE

6.6 Members of the Integrated Management Systems Certification Scheme, employees of BCS, or anyone with a commercial interest in BCS shall not serve on the Appeals Committee.

6.7 The Board of Directors shall coordinate with the Chairman and members of the Appeals Committee to set a date, time, and appropriate venue and notify the Appellant, with at least seven working days' notice, of the formation of the relevant Appeals Committee, as well as the date and other details.

6.8 Appeals Committee sessions shall be held within 21 working days of that date, and both the Appellant and the Appeals Committee shall have the right to seek assistance from witnesses, provided that the names and addresses of the witnesses have been forwarded in writing to the Appeals Committee or the Appellant.

6.9 All members of the Appeals Committee must sign the judgment.

6.10 The Appellant shall be notified in writing of the Board of Directors' decision within seven days of the date of Judgment.

6.11 The cost of conducting the appeal shall be determined by the Board of Directors.

6.12 The Appeals Committee's decision is final and conclusive.

6.13 All information pertaining to the appeal must be kept in the appeals.

6.14 All appeals must be resolved within two months.

6.15 The appeals procedure must be made public.