

## APPEALS

This document has been approved by the Scientific Committee.

**This procedure comes into effect on June 1, 2017**

### 0 GENERAL

#### 0.1 HISTORY

- *Under the name of P11:*
  - Edition 0 00/00/00 APPEAL OF THE APPLICANT
  - Edition 1 01/10/1991 APPEAL OF THE APPLICANT
- *Under the name of PS203:*
  - Edition 0 – 16 December 1994 APPEAL OF THE APPLICANT
  - Edition 1 – 30 January 2006 APPEALS
  - Edition 2 – 22 September 2009 APPEALS
  - Edition 3 – 30 November 2015 APPEALS
  - Edition 4 – 4 May 2017 APPEALS

### 1 SUBJECT

This procedure describes the process followed by IGQ for the receipt, evaluation and definition of the necessary follow-up actions, relating to the appeals of client organizations against certification decisions taken by IGQ, such as issue, denial, extension or reduction of the scope, suspension or withdrawal of certifications, verifications, validations and inspections.

### 2 APPEAL REQUIREMENTS

Only client organizations with no outstanding payments are entitled to appeal.

The client organization may submit an appeal against a decision of IGQ, by registered letter or certified mail addressed to the Director of IGQ. The appeal shall be sent within 30 (thirty) days from the date of receipt of the decision of IGQ.

The appeal shall indicate clearly:

- the decision that is contested
- the reasons for requesting a review of the decision

The appeal shall include the complete support documentation.

## 3 RECEIPT OF THE APPEAL

The Director conducts a preliminary review of the appeal in order to verify its completeness and conformity to the requirements, then:

- informs the client organization about the receipt of the appeal;
- sends the details of the appeal to the Scientific Committee

The Scientific Committee members are required to review and subscribe the absence of any conflict of interest against them relating to the handling of the case.

In case of existence of such conflicts, the members involved will not participate in the Appeal Committee delegated to discuss the appeal..

## 4 APPEAL COMMITTEE

The Appeal Committee is constituted by those members of the Scientific Committee without any conflict of interest and is competent to handle appeals by client organizations, whether they concern the decisions of the IGQ technical staff, or of the Certification Commissions.

The President of the Scientific Committee assumes the role of President of the Appeal Committee.

### 4.1 Convocation of the Appeal Committee

The first meeting of the Appeal Committee is convened by the Director and takes place within 60 (sixty) days from receipt of the appeal

The first meeting of the Appeal Committee shall be convened by the Director and shall be held within 60 (sixty) days of receiving the appeal.

Subsequently, the Commission organizes its work and plans and conducts all the meetings necessary for the complete and careful examination of the appeal that must be evaluated.

### 4.2 Operation of the Appeal Committee

The meetings of the Appeal Committee are valid when at least 2/3 (two thirds) of the members of the Committee are present, and are presided by the President of the Committee. In the absence of the President, the meeting will be chaired by a member designated for the occasion by the Committee itself.

The members shall participate personally to the meetings of the Committee; substitution or delegation is not admitted. Participation by remote connection (audio or video) is admissible.

The Director attends the meetings with the function of secretary.

## 5 EVALUATION OF THE APPEAL

The Committee investigates, collects and assesses all information, data and any other element useful to conduct the investigation and reach a decision.

To this end the Committee:

- reviews the technical report prepared by the Director;
- may request and examine documents of origin both internal and external to IGQ;
- may require the conduction or repetition of audits;
- may interview representatives of the applicant and personnel of IGQ, management, employees and external collaborators, as well as members of other bodies of IGQ or any other person whose hearing is deemed useful by the Committee.

The Committee takes its decisions by simple majority of the members present at the meeting.

The Committee must rule on the appeal brought to its attention not later than 90 (ninety) days from the date of the first meeting.

The Director of IGQ shall provide, upon request of the applicant, the information on the progress of the works of the Appeal Committee.

## 6 DECISION ON THE APPEAL

The decision of the Appeal Committee, and its reasons, shall be sent within 5 (five) days by the Director to all concerned IGQ bodies which, in case of total or partial acceptance of the appeal, promptly provide to take the necessary actions. At the same time, the Director shall inform the applicant of the decision of the Appeal Committee.

The President of the Scientific Committee shall then inform the Governing Board of the decision of the Appeal Committee.

The decisions of the Appeal Committee are not appealable, by the applicant or by persons or bodies within IGQ.