



## PROCEDURE FOR HANDLING APPEALS

Proc No: P-07/01  
Issue Date: 13/01/16  
Rev No: 04

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### AMENDEMENT/CHANGE RECORD

Rev.	Date	Description of change	Prepared by	Checked by	Approved by
03	06/10/05	Whole document changed			
04	13/01/16	Whole document changed			



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### 1. Purpose

The purpose of this procedure is to ensure that appeals against any decision of PNAC are recorded and resolved in a timely and impartial manner.

### 2. Scope

This procedure will apply to all appeals made by CABs against the decision of PNAC, including processing of application, accreditation assessment, suspension and withdrawal.

### 3. References

PNAC Quality Manual, Sections 12.0

### 4. Procedure Owner

**The QMR is the procedure owner.**

### 5. Procedure

- 5.1 A CAB wishing to appeal against any decision of PNAC and/or its authorised personnel should do so, within 28 days of being officially informed of such a decision. The appeal should be submitted to QMR with a copy to DG. The QMR registers the case in the file.
- 5.2 The QMR, will arrange for an acknowledgement to be sent to the appellant within 7 working days of the appeals receipt.
- 5.3 The QMR will collate all the available information and background to the events that led up to the appeal, and if necessary (because the facts are not clear or incomplete) to the appellant. A record of these discussions will be made and appended/attached to the Form for Handling Appeals F 07/01.
- 5.4 The QMR or DG will establish contact with the appellant and try to resolve the appeal.
- 5.5 In case the appellant would still pursue with the appeal the DG may formulate an appeal committee comprising of three members independent of the case to assess and make recommendations to DG.
- 5.6 The members of the committee shall be competent and independent of the subject of the appeal.
- 5.7 The QMR will inform the members of the committee and arrange to convene the meeting of the appeal committee.
- 5.8 The first meeting of the Appeal Committee will be held within 30 clear days of receipt of the notification of appellant's intention. The appellant will be given at least 7 clear days' notice before the date set for appeal hearing, by fax and registered letter, stating the time and place of such a hearing. At hearing of the appeal, the appellant will be entitled to appear in person or give a written submission, but legal representation will not be accepted or allowed.



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- 5.9 Approach by an appellant to any member of the Appeal Committee, or to any member of PNAC's staff, concerning an appeal may cause the appeal to be disallowed without a hearing.
- 5.10 The decision made by PNAC will stand pending until meeting of the Appeal Committee and the results of the appeal.
- 5.11 The Appeal Committee will hear both sides and arrive at a decision. The Director General or his nominee will present in confidence the evidence and reason for the specific decision, which is disputed by the appellant. In case the appellant is not present to defend his case the committee may take a decision on the basis of documents and evidence available at their disposal.
- 5.12 The appeal committee may be convened more than once on the same issue. The majority decision of the Appeal Committee is declared by its Chairman, which is final, conclusive and binding on both parties. The appellant shall not have further right of appeal on the same grounds and for the same issue/dispute.
- 5.13 If the appeal committee make recommendations in favour of the appellant, the Director General in consultation with the QMR and the concerned Directors will take appropriate action to implement the decision of the appeal committee.
- 5.14 QMR notes down the minutes of the meeting(s). The draft minutes are sent by QMR to Chairman Appeal committee for approval. QMR issue the minutes.
- 5.15 D.G will decide impartially whether or not to accept the recommendations.
- 5.16 QMR will notify the appellant the decision of the Appeal committee, within a maximum of seven (7) working days from the date of the decision is taken. If the appellant is still not satisfied, the case could be forwarded to the regional or international relevant apex bodies for their input.
- 5.17 PNAC bears no liability for loss, damage or loss of earnings arising from the decision that is being disputed.
- 5.18 After six weeks a follow-up on the decision would be made by QMR with the appellant.

### **6. Associated Documentation**

- a. Form for Handling Appeals F-07/01
- b. The written appeal from the appellant
- c. The written acknowledgement from PNAC
- d. The minute of the Appeal Committee meeting
- e. The written statement to the Appeal Committee Chairman
- f. The notification of Appeals Committee decision
- g. The letter from the Director General, stating PNAC decision to resolve the issue
- h. The written objection from the appellant against the composition of the appeal's committee.