

	ORGANIZATION	Eswatini Standards Authority (SWASA)	
	DEPARTMENT	Management System Certification Scheme (MSCS)	
	DOCUMENT TITLE	Procedure For Appeals Handling	
	Effective date	Document No.	Revision
	31 August 2017	SWASA-MSCS-PR 9.7-01	01

1. PURPOSE

This procedure describes the activities to ensure that appeals are promptly dealt with.

2. SCOPE

This covers Management System Certification services.

3. DEFINITIONS

3.1 Appeal: any request for review that is conveyed in writing, against a decision made by MSCS taking into consideration the explanation provided by the client. This may be either during the course of audit at the client's premises or any work pertaining to certification.

3.2. Appeals can be due to:

- refusal of an audit by MSCS
- non acceptance of scope of certification;
- decisions made on misuse, suspension, withdrawal, cancellation, extending and reducing the certification;
- failure to recommend certification by the Certification Committee
- notification by any third party/interested party against the grant of certification by MSCS.

4. RESPONSIBILITIES

4.1 QAM- Also MR is responsible for day-to-day operations of MSCS and quality management systems implementation within SWASA MSCS.

4.2. Appeals Committee – Appeals Committee appointed under section 17 of the Swaziland Standards Act 2010 is responsible for addressing appeals.

5. PROCEDURE

Clause No	Task	Responsibility	Related Documents
5.1	Receipt, validation and registration		
5.1.1	Receipt of the appeal on prescribed format with prescribed fee and within 90 days of the decision taken and provide the appellant with progress reports and the outcome.	QAM	MSCS-GL9.7-01 MSCS-FM9.7-02
5.1.2	Validate the appeal that it really relates to decisions of MSCS and should be handled	QAM	
5.1.3	After validation register the appeal and acknowledge to the appellant and treat as confidential.	QAM	MSCS-FM9.7-02

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	The appeal shall be logged electronically and given a unique number for reference and identification	QAM	MSCS-FM9.7-02
5.2	Processing and resolution of appeal		
5.2.1	Decide to request the Appeals Committee to investigate the appeal and give a final decision.	Director	MSCS-GL 9.7-01
5.2.2	Send meeting notice for convening of the Appeals Committee at least 15 days before the hearing date	Director	
5.2.3	Take confidentiality statement from members of the Appeals Committee stressing need not to disclose either all or part of the proceedings to a third party.	Director	
5.2.4	The Appeals Committee shall sit for as many sessions as deemed necessary in order for them to reach a sound judgment	Appeals Committee	
5.2.5	Track and maintains a record of all appeals along with remedial actions pertaining to the certification system	QAM	
5.2.6	Keeps the appellant updated about the progress and outcome.	QAM	
5.3	Follow up		
5.3.1	A formal notice of conclusion of the appeal handling process shall be provided to the appellant.	QAM	MSCS-GL9.6-01
5.3.2	Identify problems requiring any actions to prevent recurrence of the appeals situation for corrective action commensurate with the nature and risk involved. These include measures such as: <ul style="list-style-type: none"> restoring conformity to the certification system process assessing the effectiveness of remedial/corrective actions taken. 	QAM	

6. REFERENCES

MSCS-PR5.2-01 Procedure for management of impartiality and conflict of interest.

MSCS-GL9.7-01 Guidelines for making an appeal.

MSCS-GL9.6-01 Guidelines for Appeals Committee.

MSCS-FM9.7-01 Form for Appeal handling.

MSCS-FM9.7-02 Format for Appeals register