

APPEAL HANDLING

1 OBJECTIVE

To ensure that all appeals are managed and resolved satisfactorily.

2 SCOPE

- a. This procedure is valid for handing appeals related with adverse decision made by KAN related to CAB accreditation status.
- b. Adverse decisions include refusal to accept application; refusal to proceed with assessment; corrective action requests; changes in accreditation scope; decision to not grant, suspend or withdraw accreditation; and any other actions that impedes the attainment of accreditation.

3 REFERENCE

PM 7.16

4 RESPONSIBILITY

- 4.1 Secretary-General is responsible for handing of appeal and informs appeal decision.
- 4.2 Appeal Team is responsible for investigation of appeal.

5 PROCEDURE


- 5.1 All requests of appeals shall be made in writing and addressed to Secretary-General. Secretary-General reviews the appeal to decide its validity.
- 5.2 KAN would process any appeal issued by CAB related to KAN decision not to proceed the accreditation because of technical issues, and the decision not to grant accreditation, suspend or withdraw the accreditation due to the performance of CAB.
- 5.3 However, KAN would not continue to proceed the CAB appeal if the CAB failed to meet the pre-conditions of accreditation and failed to follow the accreditation process (ex: CAB failed to provide the audit (s) to be witnessed, the CAB failed to respond NC incurred within the period, CAB may not surveillance in the period, the accreditation process exceeded 1 year period).
- 5.4 Secretary-General appoints Appeal Team, who has main task to investigate the appeal and makes a recommendation on decision.


- 5.5 Appeal Teams consists of impartial personnel and have competencies relating to the requested appeal problem. Team member shall be odd and consist of at least 3 (three) persons.
- 5.6 Appeal Team conducts a meeting to investigate the appeal. If needed, Appeal Team will give opportunity to appellant and party who is appealed to give a formal explanation, otherwise Appeal Team will review the appeal based on the evidence.
- 5.7 Secretary-General submits to Council recommendation made by appeal team for decision. The Decision of appeal by Council is final.
- 5.8 Secretary-General informs, in writing, the decision of appeal to the appellant.
- 5.9 Should the appellant not satisfy with the decision, KAN gives opportunity to appellant to bring the appeal matter to local court or arbitration body.
- 5.10 KAN records all appeals (FSM 07.01), minutes of meeting and if applicable, follow-up action taken.

6 RELATED DOCUMENT

FSM 07.01 : Log Book for Appeal

7 APPROVAL

Reviewed by	Signature	Date
Quality Manager		28 March 2016

Approved by	Signature	Date
Secretary-General		28 March 2016