



EFR Certification
Standard Operating Procedure
Appeals

SOP97 rev00

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Revision History

Rev. No.	Effective Date	Page	Description of Change	Change Reason
00	09.09.2009	All	New Release	Nil

Approved by:
Edly Ramly
Principal

1. OBJECTIVES

- 1.1 The objective of this document is to provide a transparent procedure for the handling of appeals when an applicant or certification does not agree with a decision taken by EFRC related to its desired accreditation status.
- 1.2 This document details the appeals process, which is consistent with the requirements of MS ISO/IEC 17011. The process also prescribes the method of selecting members of an Appeals Panel / Technical Appeals Panel (hereinafter referred to as the AP and TAP respectively), and the procedure to be followed by the EFRC in the event of an appeal being lodged.
- 1.3 An Appeals Panel / Technical Appeals Panel will be set up to pass decision on the appeal against any decision or measure taken by EFRC, against which a organization is entitled to appeal, according to the terms and conditions governing the certification scheme of EFRC.
- 1.4 The appeals process as prescribed in this document is applicable to all accreditation schemes administered by EFRC.

2. REFERENCES

- 2.1 ISO/IEC 17000: Conformity assessment – Vocabulary and general principles
- 2.2 MS ISO/IEC 17011: Conformity assessment - General requirements for accreditation bodies accrediting conformity assessment bodies

3. DEFINITIONS

3.1 For the purpose of this document, definitions in the relevant ISO standards and the relevant ISO/IEC Guides shall apply. The following definitions and abbreviations shall also apply.

Accreditation: Third party attestation related to a conformity assessment body conveying formal demonstration of its competence to carry out specific conformity assessment tasks.

Certified Organization: An organization body that has been Certified by EFRC in accordance with specific criteria, procedures and requirements to operate, on a continuing basis, as



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a conformity assessment body.

Appeal: Request by a CAB for reconsideration of any adverse decision made by EFRC related to its desired accreditation status.

Appeals Panel (AP): An independent and impartial panel established by EFRC to consider any adverse decision made by EFRC.

Technical Appeals Panel: An independent and impartial panel established by EFRC to hear appeal related to technical matter.

4. PROCEDURE

THE APPEALS PANEL / TECHNICAL APPEALS PANEL

4.1 In the event that a certified organization lodges an appeal against any decision of EFRC related to its certification status, the EFRC Accreditation System has put in place an appeal process to be handled by an independent and impartial panel on each occasion that an appeal has to be heard.

4.2 When the appeal is against the decision made by the Auditor, the appeal will be registered and forwarded to the Principal. Once reviewed the need to set up the appeal panel decided by the principal.

4.3 The Principal will ensure that the composition of Appeals Panel satisfies the requirements of impartiality and no conflict of interest.

4.4 Where the appeal is against decision with regard to technical matters, the Principal will appoint competent persons from among its staff and/or external assessors as a pool of panelists, out of which three members will be selected to function as the Technical Appeals Panel (TAP). The members selected will be independent and impartial. The Scheme Manager or his representative will be the secretary to the TAP who is a non-voting member.

4.5 The Scheme Manager or his representative will ensure that the composition of the Technical Appeals Panel satisfies the requirements of impartiality and no conflict of interest.

4.6 No member of the AP / TAP will be from the organization or have a direct interest in the subject of the appeal, in any form. In this respect, the Council and Committee representatives in the category of suppliers of products and services who are certificated by the appellant are therefore not eligible for membership of the AP / TAP.



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4.7 The appellant will be informed of the members of the AP / TAP and he has the right to object with valid reason(s) to any member(s) of the AP / TAP considering the appeal. The appellant's reasons for lodging objections should be considered by EFRC which should decide whether or not to accept them and change the membership of the panel accordingly.

5 FUNCTIONS OF APPEALS PANEL / TECHNICAL APPEALS PANEL

5.1 The Appeals Panel / Technical Appeals Panel will have the following defined functions:

- a) to convene meetings to hear appeals;
- b) to evaluate material facts submitted by the appellants, EFRC Secretariat and the relevant parties to the appeal;
- c) to judge in all fairness;
- d) to act in impartial and independent manner and with no undue pressure and with no conflicts of interest ;
- e) to maintain confidentiality on all information pertaining to the appeal, the appellant and EFRC;
- f) to abide by EFRC procedures on appeals.

6. HOW TO LODGE AN APPEAL

6.1 An appeal will be lodged not later than thirty (30) days after notification to the organization of the decision or measure made by EFRC. An appeal will be lodged by sending a substantiated letter of appeal or by electronic means to the of EFRC who will notify the Principal, as the case required, without delay.

6.2 In other cases related to technical matters, the Principal will direct a member of the staff to deal with the case without delay.

7. CONFIDENTIALITY

7.1 The members of the AP / TAP are under obligation of confidentiality concerning anything that might come to their knowledge during the course of their duty, with regard to the person, the organization or the personal or business situation of the appellant.

8. PROCESS

8.1 Immediately after receipt of the letter of appeal and the deposit, the Principal will inform the AP/ TAP

8.2 The AP / TAP has the right to hear witnesses, to consult experts and to take all measures and make all provisions, including the convening of one or more sessions, deemed necessary for a sound judgment.

8.3 The Chairman of the AP/ TAP will, at his earliest convenience, direct the session will be held within 3 weeks after receipt of the appeal. The appellant will be given a minimum of five working days notice of the time and location of the meeting of the AP / TAP.



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8.6 Both the appellant and the AP / TAP have the right to avail themselves of assistance from witnesses, provided the names and addresses of the witnesses have been supplied in writing, to the AP / TAP or to the appellant, whatever the case may be, not later than five days before the date of the session. In other cases not involving the Council, these procedures may be simplified as deemed appropriate by the Principal

9. DECISION OF APPEALS PANEL/ TECHNICAL APPEAL PANEL

9.1 The AP decides on the appeal by a majority of votes.

9.2 The decision of the AP will be minuted and signed by all members. If there are any cases of disagreement to the appeal by the panel, the reason for dissent will be stated in the minutes as well. The decision of the AP will be communicated to the Accreditation body in writing, not later than five days after date of decision.

9.3 The final decision of the Accreditation Body based on the decision of the AP are considered binding.

9.4 The final decision of the Accreditation Body (if necessary) will be sent by registered mail, to the appellant and a copy will be filed in EFRC and kept as official records.