



Contents

| | | |
|---|--------------------------------------|---|
| 1 | Scope and field of application | 2 |
| 2 | Competence | 2 |
| 3 | Procedure description | 2 |
| 4 | Records | 3 |
| 5 | Distribution list | 3 |
| 6 | Other relevant documents..... | 3 |
| 7 | Validity provision | 4 |

Summary of changes:

Changed/added:

The procedure was brought in line with ISO/IEC 17065. Conditions for appeals against decisions of a Notified Body and an Inspection Body were included in the procedure, thus causing the cancelation of document IR004 with a similar topic.

PREPARED BY: PREGI, CERTIFICATION MANAGER

REVIEWED BY: PRIBAKOVIĆ, DEPUTY QUALITY MANAGER

APPROVED BY: LIKAR, MANAGING DIRECTOR

THIS DOCUMENT WAS ADOPTED BY THE BOARD OF CERTIFICATION BODY AT ITS SESSION OF 2015-07-08

Appeals against the Decisions taken by the Certification Commission, Notified Body and Inspection Body

1 Scope and field of application

These Rules lay down the competences and the procedure applicable in cases of appeals against the work and decisions of certification commissions for products, quality systems and personnel, the work of SIQ as a Notified Body, and decisions of an Inspection Body in inspection services

In these Rules arrangements and procedures of SIQ as a Notified Body are regarded as a part of certification system arrangements and procedures.

The certification system/inspection arrangements and procedures are defined in detail in the rules and guides dealing, as a rule, with individual elements of a particular certification system/inspection service, and in working guides for the certification/inspection personnel.

2 Competences

If the Certification Commission decides not to grant a certificate or a licence for the use of a certification mark to the applicant for certification (in continuation "the applicant") or if it decides to cancel the validity of a certificate (licence), the applicant or the holder (in continuation "the holder") of a certificate (licence) has the right to file an appeal to the Appeals Commission.

An applicant for inspection service who disagrees with the decision of an Inspection Body has also a right to file an appeal to the Appeals Commission.

An appeal can be filed in writing in 15 days upon the receipt of the decision of the Certification Commission or Inspection Body.

SIQ is obliged to inform the applicant or the holder of their right to file an appeal against its decision each time a decision is taken.

3 Procedure description

The applicant or the holder can file an appeal if they believe that the procedure for granting a certificate or a licence or inspection report has been violated, or if they do not agree with test results or audit findings having significant influence on the decision taken, or do not agree with the cancellation. The applicant or the holder shall enclose relevant documentation (e.g., material evidence, expert opinion(s), expert reports on the issues in question) and shall define in which phase of the certification procedure or procedure for granting a certification mark or inspection procedure their rights were violated (preliminary or introductory review, test procedure, statement of expenses, withdrawal or cancellation of a certificate or licence, issue of a negative inspection report, etc.)

The Appeals Commission documents every filed appeal in a book of appeals, which is kept by SIQ Quality Manager and informs the applicant of the receipt of the appeal.

The Appeals Commission decides on the appeal at the meeting convened by the Commission Chairman. The appealing client or his/her representative and a competent representative of SIQ are invited to attend the meeting.

Appeals against the Decisions taken by the Certification Commission, Notified Body and Inspection Body

The Commission shall deal with the issue and submit its decision in 30 days upon the receipt of an appeal.

The Commission may ask the appealing client to amend the appeal.

The Commission decides on the appeals with the unanimity of its members. If the unanimity cannot be reached, a new commission meeting shall be convened within 15 days by the Commission Chairman. The Chairman of the Board of Certification Body shall be present at that commission meeting and shall have the right to vote. Such an enlarged commission shall act by the majority of its members. In the event of a tie, the Chairman of the Board of Certification Body shall have the casting vote.

The Appeals Commission may:

- reject an appeal as unsubstantiated;
- allow an appeal, invalidate the decision of the Certification Commission/Inspection Body and submit to the Certification Commission/ Inspection Body the application for reconsideration.

The Commission's decision shall include an explanation.

The costs of additional activities, if any, are covered by SIQ provided the appeal is granted; if this is not the case, the costs shall be borne by the applicant or the holder. An order for reimbursement or settlement of the costs shall be included in the Appeals Commission's decision.

The Appeals Commission's decision is final.

4 Records

In its meetings, the Appeals Commission keeps the minutes. These are kept in the Appeals Commission's archives.

Documents and records relating to the discussions in the commission's meetings are highly confidential.

5 Distribution list

The document is available on the SIQ web page.

6 Other relevant documents

| | |
|--|--------|
| Rules of the Board of Certification Body | CR101E |
| Rules for Product Certification | CR201E |
| Rules for Certification of Quality Systems | AR034E |
| Rules for Granting Certification Marks | CR301E |



7 Validity provision

These Rules substitute the Rules of 2007-07-09. These Rules entered into force when adopted by the Board of Certification Body at its session of 2015-07-08. In case of dispute, the Slovene version shall prevail.