

	APPEALS POLICY ISO/IEC 17024:2026- Conformity Assessment – General Requirements for Bodies Operating Certification of Persons	Doc: Ref:	QGC-POL-09
		Issue Date:	01/06/2026
		Rev:	0.0
		Effective Date:	15/06/2026

Document Title: Appeals Policy

1. Purpose

The purpose of this policy is to establish a fair, transparent, impartial, and effective process for receiving, evaluating, investigating, and resolving appeals relating to certification activities conducted by QGCert – Quality Group Certification LLP.

QGCert recognizes the right of candidates, certified persons, applicants, and other affected parties to appeal decisions made during the certification process. This policy ensures that appeals are handled consistently, objectively, confidentially, and without discrimination, in accordance with the requirements of ISO/IEC 17024.

2. Scope

This policy applies to appeals related to certification activities including, but not limited to:

- Application acceptance or rejection decisions
- Eligibility determinations
- Examination administration decisions
- Examination results
- Assessment outcomes
- Certification decisions
- Recertification decisions
- Certification suspension decisions
- Certification withdrawal decisions
- Examination malpractice decisions
- Special accommodation decisions
- Any other certification-related decision made by QGCert

This policy applies to all certification schemes operated by QGCert.

3. Policy Statement

QGCert shall maintain a documented appeals process that is accessible, impartial, transparent, and fair.

QGCert shall:

- Accept appeals from eligible parties.
- Evaluate all appeals objectively.
- Ensure independence from the original decision-making process.

Prepared By: Quality Manager	Reviewed By: Technical Manager	Date: 15/06/2026	Approved By: Head of Certification
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- Protect confidentiality throughout the appeals process.
- Resolve appeals within reasonable timeframes.
- Communicate appeal outcomes clearly and promptly.
- Maintain records of all appeals and related actions.
- Use appeal outcomes as an input for continual improvement.

The submission of an appeal shall not adversely affect the appellant or influence future certification decisions.

4. Right to Appeal

Any candidate, applicant, certified person, or affected party who disagrees with a certification-related decision made by QGCert may submit an appeal.

The appeal shall:

- Be submitted in writing.
- Clearly identify the decision being appealed.
- State the reasons for the appeal.
- Include supporting evidence where available.
- Be submitted within the timeframe specified by QGCert procedures.

QGCert shall make information regarding the appeals process publicly available.

5. Principles of Appeal Handling

All appeals shall be managed in accordance with the following principles:

Fairness

Every appeal shall receive equal consideration regardless of the individual, organization, or certification scheme involved.

Impartiality

Appeals shall be evaluated without bias or conflict of interest.

Independence

Individuals involved in the original decision shall not participate in the appeal review or appeal decision-making process.

Confidentiality

Information relating to appeals shall be protected and disclosed only to authorized persons.

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Transparency

The appeal process shall be clearly defined and communicated to appellants.

Timeliness

Appeals shall be handled promptly and without unnecessary delay.

6. Appeal Process

6.1 Receipt of Appeal

Upon receipt of an appeal, QGCert shall:

- Register the appeal.
- Acknowledge receipt.
- Assign responsibility for review.
- Verify that the appeal falls within the scope of certification activities.

6.2 Appeal Review

QGCert shall conduct an initial review to determine:

- Whether the appeal is valid.
- Whether sufficient information has been provided.
- Whether additional evidence is required.

6.3 Investigation

Where necessary, QGCert shall conduct an investigation that may include:

- Review of records.
- Review of examination results.
- Interviews with relevant personnel.
- Review of assessment evidence.
- Review of certification decisions.
- Collection of additional information.

6.4 Decision Making

Appeal decisions shall be made by competent personnel who:

- Are independent of the original decision.

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- Have no conflict of interest.
- Possess appropriate competence and authority.

Appeal decisions shall be based solely on objective evidence.

7. Communication of Appeal Outcomes

QGCert shall communicate appeal outcomes to the appellant in writing.

The communication shall include:

- The appeal decision.
- Summary of findings.
- Actions taken where applicable.
- Further options available to the appellant, if any.

Appeal outcomes shall be communicated within the timeframes established by QGCert procedures.

8. Protection Against Retaliation

QGCert shall ensure that no person is disadvantaged, discriminated against, penalized, or treated unfairly for submitting an appeal.

Submitting an appeal shall not:

- Affect examination opportunities.
- Influence future certification decisions.
- Impact recertification activities.
- Affect professional treatment by QGCert personnel.

QGCert is committed to protecting the rights of all appellants.

9. Confidentiality

All information relating to appeals shall be treated as confidential.

Access shall be restricted to personnel directly involved in:

- Appeal administration
- Appeal investigation
- Appeal decision-making

Information shall only be disclosed where:

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- Authorized by the appellant.
- Required by law.
- Required by accreditation bodies during assessments.

10. Records and Documentation

QGCert shall maintain records relating to appeals, including:

- Appeal submissions
- Supporting evidence
- Investigation records
- Review findings
- Decisions made
- Communications with appellants
- Corrective actions arising from appeals

Records shall be maintained in accordance with QGCert Record Control Procedures.

11. Continual Improvement

QGCert shall periodically review appeal information to identify:

- Recurring issues
- Process weaknesses
- Opportunities for improvement
- Risks affecting certification activities

Where appropriate, corrective actions and improvement initiatives shall be implemented.

Appeal trends shall be reviewed during:

- Internal audits
- Management reviews
- Risk assessments

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12. Responsibilities

Function	Responsibility
Head of Certification	Overall accountability for the appeals process
Quality Manager	Monitoring appeal handling effectiveness
Appeal Review Personnel	Independent review and investigation
Technical Manager	Technical support where required
Certification Personnel	Provision of records and evidence
Appellant	Provision of relevant appeal information

13. Commitment

QGCert is committed to maintaining an appeals process that is independent, objective, transparent, and fair.

All appeals shall be evaluated solely on the basis of objective evidence, and decisions shall be made without bias, conflict of interest, commercial influence, or discrimination.

QGCert considers the effective management of appeals to be an essential component of maintaining stakeholder confidence and the integrity of its certification programs.

Policy Approval

Prepared By	Quality Manager
Reviewed By	Technical Manager
Approved By	Head of Certification
Effective Date	15/06/2026
Review Frequency	Annually

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