



CONFORMITY ASSESSMENT DIVISION (CADiv)

Common Quality System Procedure

APPEALS & DISPUTES PROCEDURE

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Issue No. 1 Rev. 1

Effective date: 15/7/2026

CONFORMITY ASSESSMENT DIVISION

APPEALS & DISPUTES PROCEDURE

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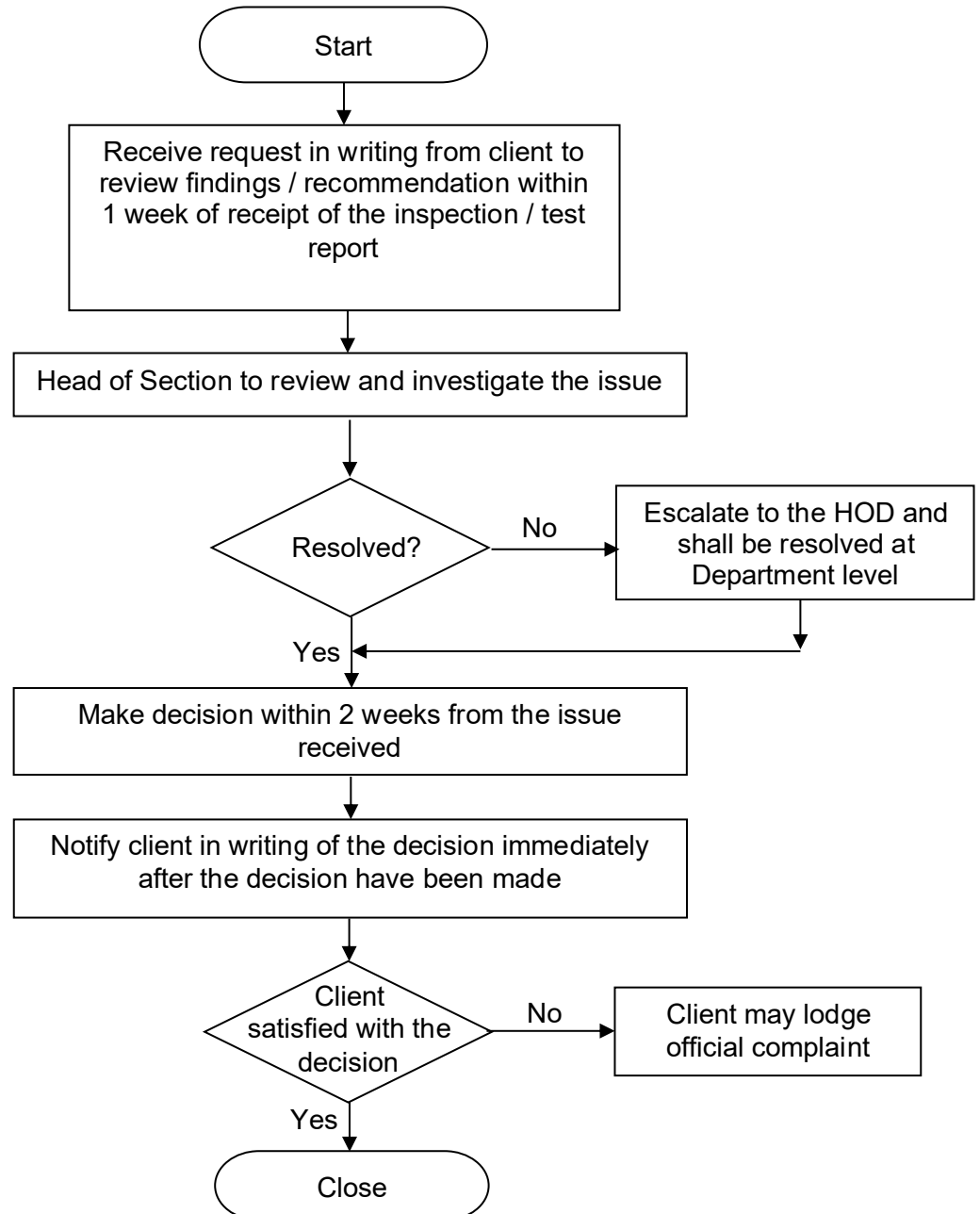
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Process Flow: Disputes Handling Process





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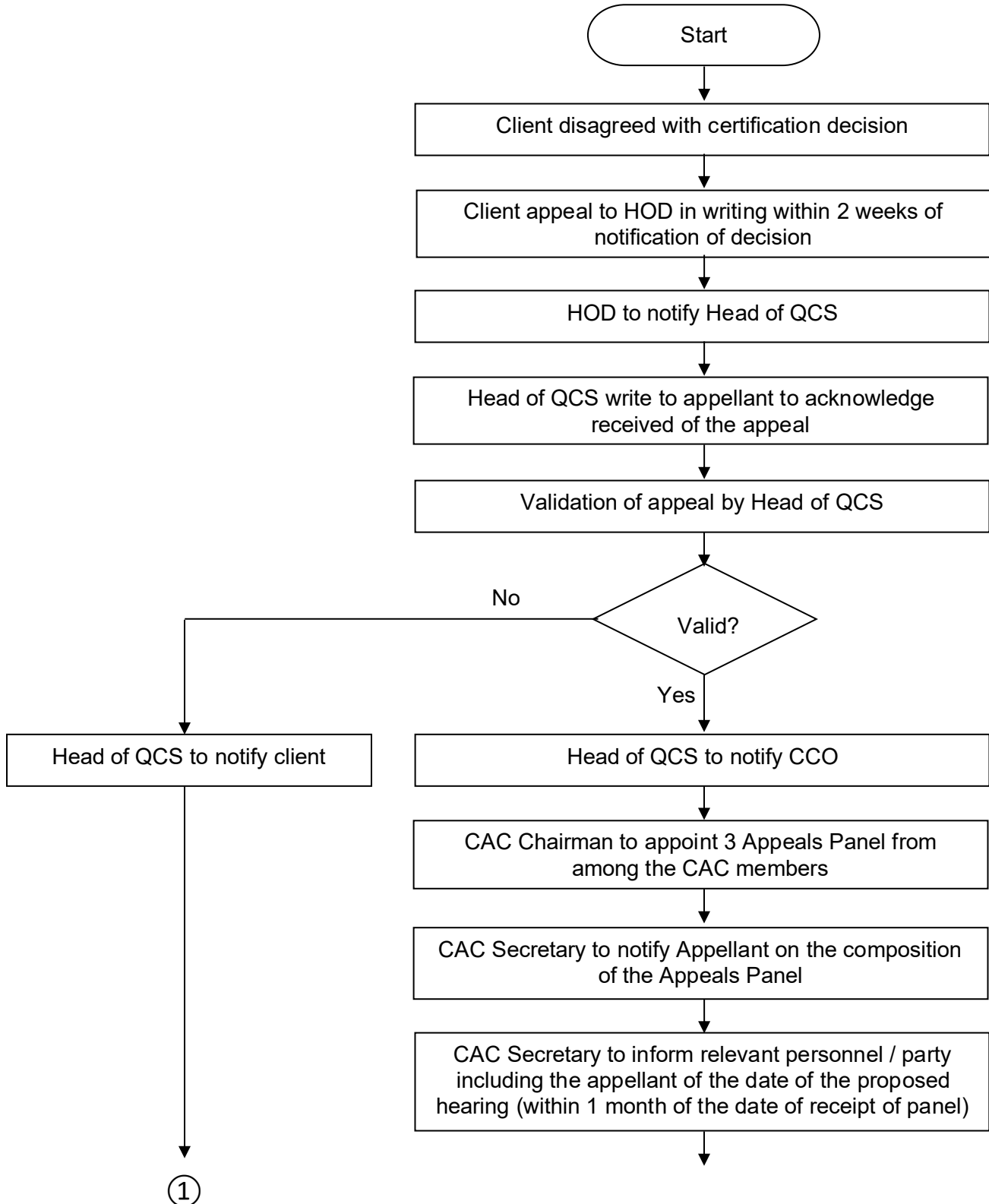
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Process Flow: Appeals Handling Process





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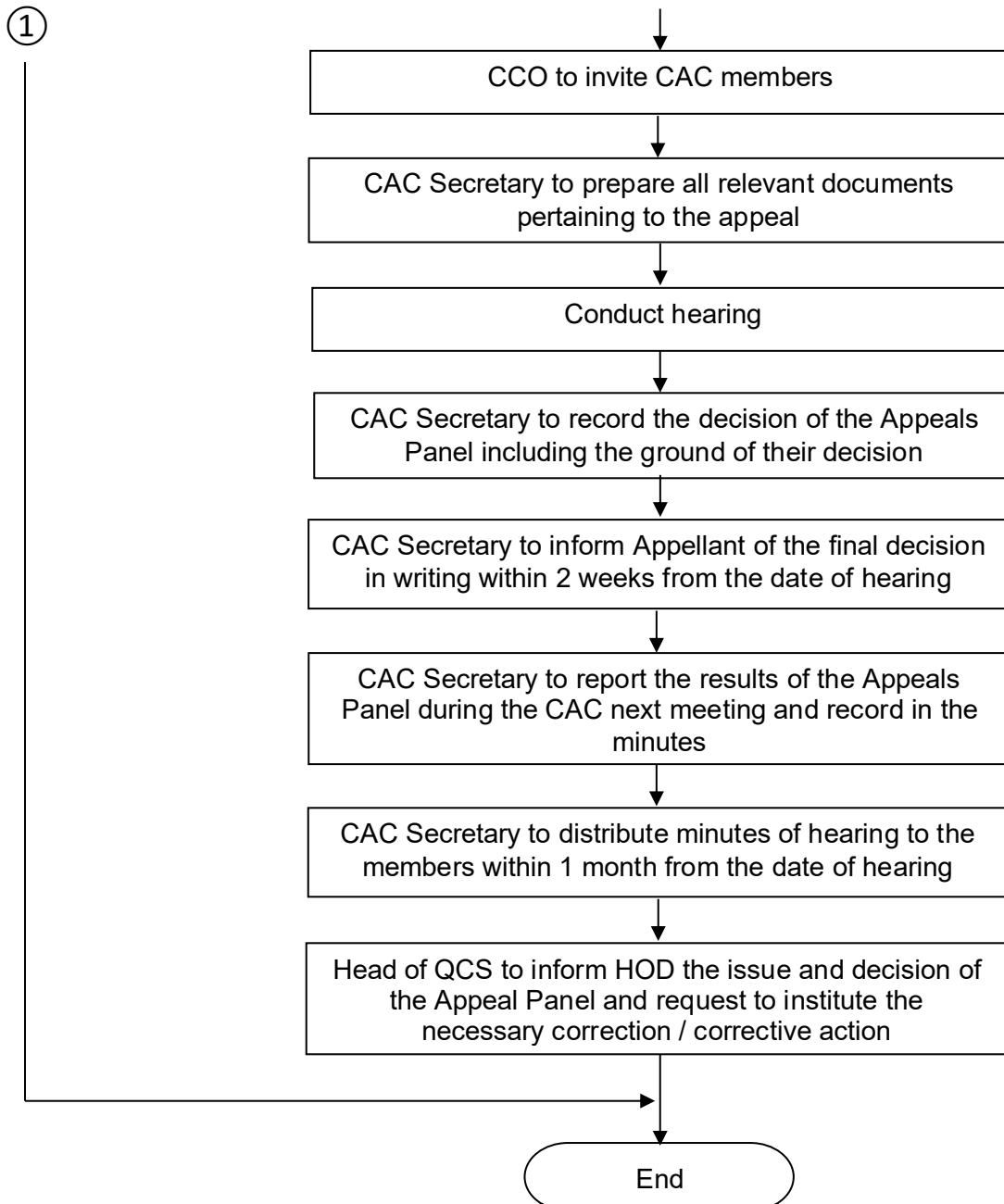
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1.0 PURPOSE

To ensure that appeals and disputes are handled effectively and in accordance with the requirements of company policy and standard requirements.

2.0 SCOPE

This procedure is applicable to all appeals and disputes related to the provision of certification/ inspection/ testing services by Conformity Assessment Division. It outlines how appeals and disputes regarding certification decisions, as well as differing opinions in audit decisions (where permitted under the relevant accreditation standard), are handled. This procedure shall be made available to the public.

3.0 REFERENCES

ISO IEC 17065	Conformity assessment – Requirements for bodies certifying products, processes and services
MS ISO IEC 17020	Conformity assessment – Requirements for the operation of various types of bodies performing inspection
MS ISO IEC 17025	General Requirements for the Competence of Testing and Calibration Laboratories
ISO IEC 17024	Conformity assessment - General requirements for bodies operating certification of persons
ISO IEC 17029	Conformity assessment – General principles and requirements for validation and verification bodies
CADiv/CQS/PRO/05	Management of Confidentiality and Impartiality

4.0 DEFINITIONS AND ABBREVIATIONS

Appeals	A representation made by a client who does not accept a decision of the Certification Panel or approved signatories of Conformity Assessment Division on a product or certification.
Disputes	A representation made by a client who does not accept a specific finding or recommendation or a diverging opinion of a Conformity Assessment Division Lead Auditor or inspector.
Appellant	A client who appeals against the decision of the Certification Panel.
CADiv	Conformity Assessment Division



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QCS Quality & Compliance Section

CAC Certification Advisory Committee

5.0 DETAILS OF PROCEDURE

5.1 DISPUTES

	Action	Responsibility
5.1.1	Any client who does not accept the findings / recommendations of the Auditor/ Inspector/ Testing Executive as detailed in the audit/ inspection/ test report may request a review of the findings / recommendations with the relevant Head of Section within 1 week of receipt of the report. Requests shall be made in writing.	Client
5.1.2	The issue raised will be reviewed, investigated and decided by the relevant Head of Section. Where necessary, the decision shall be made after consultation with the Head of Department (HOD) or any other competent person within the organization. All parties involved in the investigation and decision making shall not have been involved in the issue under consideration. A decision shall be made within two weeks of the issue being raised and the client shall be notified in writing of the decision immediately after it has been made.	Head of Section / HOD
5.1.3	For a dispute that cannot be resolved at the Section level, it shall be escalated to the HOD and shall be resolved at the Department level.	Head of Section / HOD
5.1.4	Dispute in test results for testing of samples from complaint and market surveillance shall be resolved within the section or otherwise HOD of TSD shall decide if comparison test at external laboratory is necessary.	Head of Section / HOD

5.2 APPEALS

5.2.1	When a client does not agree with a certification decision (by Certification Panel or approved signatories), the client may appeal to the HOD in writing within 2 weeks of notification of the decision.	Head of QCS / HOD
5.2.2	The relevant HOD shall notify the Head of QCS for further action.	Relevant HOD
5.2.3	Head of QCS shall write to appellant to acknowledge received of the appeal.	Head of QCS
5.2.4	The Head of QCS shall gather and verify all relevant information to validate the appeal.	Head of QCS

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5.2.5 If the appeal is not found valid, inform the client accordingly. Head of QCS

5.3 APPEALS PANEL

5.3.1 In the event of a valid appeal made by a client against a decision of the Certification Panel or approved signatories, the Chief Conformity Assessment Officer (CCO) will be notified. Head of QCS

5.3.2 Three Appeals Panel shall be appointed from among the CAC members and one of them shall be designated as a Chairman. Members of the Appeals Panel including the Secretary shall not have any vested interest in the issues concerned. The Secretary will invite the members from CAC. The panel is to meet preferably within one (1) month of the date of receipt of the appeal. Secretary of Appeal Panel

The Head of QCS shall be the Secretary of the appointed panel. If he/she has been involved in the certification decision making, the CCO shall appoint another suitable person as the secretary.

5.3.3 The appellant shall be notified of the composition of the Appeals Panel. The members of the Appeals Panel, the appellant and any other relevant party (e.g. Inspector, Head of Section or Chairman of Certification Panel) shall be informed of the date of the proposed hearing. The appellant shall have the right to appear before the panel to present his case. Secretary of Appeal Panel

5.3.4 The Secretary shall ensure that details pertaining to the issue under appeal are provided to the members of the Appeals Panel before the hearing. Results of previous similar appeals shall be taken into account whenever possible. Secretary of Appeal Panel

5.3.5 Agenda of the meeting may be as follows: Secretary of Appeal Panel

- i. Introduction of the case by Secretary
- ii. Presentation by Appellant to defend the appeal
- iii. Explanation by Section's Representative
- iv. Further deliberation by Panel
- v. Decision by Panel

It is compulsory that both sides (i.e., Appellant & Section's Representative) to be called into the meeting to present their grounds.

5.3.6 Decisions made by the Appeals Panel including the grounds of their decision shall be recorded. The decisions of the Appeals Panel shall be final and binding on both parties and shall be determined by a simple majority. The appellant shall be informed of the final decision in writing within 2 weeks of the date of Secretary of Appeal Panel

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hearing. The results of the Appeals Panel shall be reported during the CAC next meeting and recorded in the minutes. Minutes of the hearing shall be distributed to the members within one (1) month from the date of hearing

5.4 CONFIDENTIALITY

In handling appeals and disputes, confidentiality shall be safeguarded as required under CADiv/CQS/PRO/05 – Management of Confidentiality and Impartiality. QCS Head

5.5 REVIEW

Upon resolving any appeal, the issue and decision of the Appeal Panel shall be informed to the HOD and request to institute the necessary correction /corrective action as appropriate. Head of QCS / Relevant HOD

6.0 APPENDIX/RECORDS

<u>Document Title</u>	<u>Document Reference</u>	<u>Location</u>	<u>Retention period</u>
Letter of appeal/review	N/A	Respective Section / Department	10 years
Minutes of Certification Panel	N/A	Respective Section / Department	10 years
Minutes of Appeals Panel	N/A	QCS	10 years
Minutes of Certification Advisory Committee	N/A	QCS	10 years