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|  | <b>Quality Procedure</b><br>HSS Health & Safety Solutions LLC | Document No. | QP 08                    |
|   |   | Revision No. | 0.0                      |
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|   |   | Date         | 8 <sup>th</sup> Jan 2020 |

## Complaints & Appeals Procedure

(ISO/IEC 17024, 2012, Clause 9.8 & 9.9)

### 1.0 Purpose

The purpose of this procedure is to lay down the methodology for appeals and complaints for assessing the conformity to specified requirements of **HSS Health & Safety Solutions**

### 2.0 Scope

This procedure covers the following at **HSS Health & Safety Solutions**

- Candidate's Appeals or Complaints

### 3.0 Responsibility

Operation Manager is overall responsible for implementation of this procedure.

### 4.0 Definitions / Abbreviation

CEO Chief Executive Officer

### 5.0 Procedure:

5.1 Assessment decisions affecting candidates' results.

5.2 Decisions other than assessment decisions which may affect Centers or candidates, such as.

Enquiries by candidates challenging results should first of all be lodged in writing and discussed with the Operations Manager. They will record and document the complaint in complaint register.

- a) HSS Health & Safety Solutions will acknowledge the enquiry in writing within two working days of receipt of the enquiry.
  - b) If HSS Health & Safety Solutions investigations carried out by the Operations Manager identify there were errors in marking or other flaws in the processing of the assessment, a result may be adjusted by HSS Health & Safety Solutions to the appropriate level.
  - c) Enquiries submitted to HSS Health & Safety Solutions requiring the re-marking of multiple-choice examinations will be carried out manually.
  - d) Ordinarily the HSS Health & Safety Solutions Operations Manager will provide a full response to the enquiry, in writing, within ten working days of receipt of the initial enquiry. Response times may vary depending on the complexity of the matter and nature of the appeal.
- Candidate is not satisfied with the conduct of the examination.



## 5.3 Appeals/Complaints

5.3.1 HSS Health & Safety Solutions will consider Appeals or complaint from candidates via website, feedback or call to the centre. Center is subject to acceptance of the appeal or complaint on the following grounds:

- Based on result of an investigation of the Appeal or complaint details.
- Decision by HSS to suspend or withdraw the certificate.
- Rejecting a candidate application for training or certification.
- Candidate is dissatisfied with a decision of decision maker.
- If requirements of candidate assessment have not been properly recognized.
- Delay in result of certification... etc.

5.3.2 Organizations and candidates are advised that all appeals or complaints must be submitted with the Appeals Form online or paper and addressed to the Operations Manager. Candidates can appeal individually, or request personnel to submit the Appeals Form on their behalf.

The following procedure will apply:

- The Appeals Form must be completed in full, and any supporting documents attached so that all information necessary to the adjudication is available at the outset.
- The Operations Manager will acknowledge receipt of a completed Appeal form, within 3 working days.
- Investigation will be done on the appeal or complaint to understand the failure of the HSS system.
- Ordinarily, the written outcome of the appeal should be communicated within 25 working days from receipt of the appeal/complaint. Response times may vary depending on the complexity of the matter and nature of the appeal/complaint.
- The Operations Manager will set up an Appeals panel consisting of at least one independent member from Impartial Committee.
- The Appeals panel will attempt to conclude its deliberations in the shortest time possible consistent with the nature of the necessary enquiries into the matters raised.
- Actions defined by the Panel may involve visits to event to review accommodation for assessment, interviews with candidates, interviews with concerned HSS staff or personnel, in order to understand the appeal circumstances.
- The Operations Manager will inform in writing the Centre and/or the Candidate the advances of the actions taken for the appeal.
- The Operations Manager will send outcomes of the Appeal in writing to the Centre Contact and/or the Candidate.

## 5.4 Appeals Fees

5.4.1 Approved Centers may be charged a fee for each visit to the Centre. If the Appeal is upheld, all fees for candidates or groups of candidates will be refunded in full. Should a Centre visit be deemed unnecessary for the Appeal, there will be no Centre visit fee.

## 5.5 Unresolved Appeals or Complaints

5.5.1 Should a candidate be dissatisfied with the decision of the Appeals Panel; then appeal will be escalated to the higher management of HSS to resolve the issue with Candidate or Centre.

## 6.0 Records

Appeal or Complaint Form: QP-08/F-01

## Retention Period

2 Year