

APPEALS POLICY

CRI-POL-011, Rev. 00, Date 19-02-2018



Appeals Policy

Appeals

A CRI Certification certified client organization or a new certification applicant who disagrees with the certification decision can appeal against the decision by completing Appeal Form. Appeals shall be handled in accordance with the rules of accreditation, legislation as specifically applicable in contract or normal legislation with the country of operation.

Appeals Submission

Appeals shall be submitted via email compliance@cr certification.com or on-line form within 30 calendar days of Certification Decision/ or related matter(s).

Initial Acknowledgement and Review

CRI Certification Body will, within three working days, acknowledge receipt of and provide an initial review of the appeal. The response will be either:

Appeal Delayed- to provide the CRI Certification Body 30 days to gather further information, at which point the appeal will either be forwarded to the Appeals Committee or the appellant will be notified that there is insufficient information to hear the appeal.

Appeal forwarded to the Appeals Committee. A description of the appeals process will be included.

Appeal Review and Determination

The function of the Appeals Committee in a given case is to review the decision being appealed based on the record that was before the CRI Certification Body at the time of Certification decision. Members of the Appeals Committee will recuse themselves from the appeal consideration if there is any reason for which impartiality might reasonably be questioned or there is actual or apparent conflict of interest. The Appeals Committee will notify the Program Manager who will notify the appellant of the decision within 14 days from the Appeals Committee determination. The Appeals Committee shall respond in one of three ways:

- Grant the appeal and remedy sought
- Grant the appeal and give remedy it deems appropriate
- Deny the appeal

Appeals Committee hearings are not public.

Second Level Appeal

The appellant has 30 days from receipt of the Appeals Committee determination to file a written appeal with the Certification Impartiality Board. The written appeal must include the stated appeal, date on which the decision was rendered, the reason for the appeal (including relevant supporting materials), and appellant's day phone number.

Second Level Appeal Review and Determination

The appeal will be considered at the next regularly scheduled meeting of Impartiality Committee. Members of the CRI Certification will recuse themselves from the appeal consideration if there is any reason for which impartiality might reasonably be questioned or there is actual or apparent conflict of interest.

The Impartiality Committee will only review whether the determination of the Appeals Committee was inappropriate because of 1) material errors of fact or 2) failure of the Appeals Committee to conform to the published criteria, policies or procedures. Only facts leading up to and including the time of the Appeals Committee determination will be considered during an appeal. The appeal will not include a hearing or any similar trial-type proceeding. The Impartiality Committee's determination will be final. The Impartiality Committee's staff liaison will notify the appellant of the decision within 14 days of the determination.

No Discrimination against Appellant

There will be no discriminatory action against the appellant.