

ISoOR-AB

Appeals and Complaints Procedure

1. Purpose

This procedure defines the process for handling appeals and complaints related to the activities and decisions of ISoOR-AB, ensuring fairness, transparency, and impartiality in accordance with ISO/IEC 17011.

2. Scope

This procedure applies to:

- Appeals against accreditation decisions
 - Complaints regarding ISoOR-AB operations, personnel, or accredited CABs
-

3. Definitions

3.1 Appeal

A request by a CAB for reconsideration of a decision made by ISoOR-AB.

3.2 Complaint

An expression of dissatisfaction from any party regarding ISoOR-AB activities or accredited entities.

4. Principles

All appeals and complaints shall be:

- Handled impartially and independently
- Processed in a timely manner
- Documented and traceable
- Free from retaliation against the submitter

5. Submission

Appeals and complaints shall:

- Be submitted in writing
 - Include sufficient detail and supporting information
 - Be acknowledged by ISoOR-AB within a defined timeframe (e.g., 5–10 working days)
-

6. Handling of Appeals

6.1 Eligibility

Appeals must relate to a formal decision made by ISoOR-AB.

6.2 Appeal Process

1. Receipt and acknowledgment of appeal
 2. Verification of scope and admissibility
 3. Appointment of an **Appeals Panel**:
 - Independent from the original decision-making process
 - Free from conflicts of interest
 4. Review of:
 - Original decision documentation
 - Grounds for appeal
 - Additional evidence (if applicable)
 5. Deliberation and decision
-

6.3 Appeal Outcomes

- Decision upheld
- Decision modified
- Decision overturned

The outcome shall include justification and be communicated formally.

7. Handling of Complaints

7.1 Complaint Process

1. Receipt and acknowledgment
 2. Initial evaluation of validity
 3. Assignment to appropriate personnel or committee
 4. Investigation:
 - Collection of relevant information
 - Interviews or document review (if necessary)
 5. Determination of outcome
 6. Communication of results
-

7.2 Complaints Against Accredited CABs

- ISOOR-AB may:
 - Request information from the CAB
 - Initiate additional assessment activities
 - Take appropriate actions based on findings
-

8. Impartiality and Independence

- Individuals involved in the original decision or subject of complaint shall not participate in the review
 - All participants must declare conflicts of interest
 - Independent personnel or external experts may be involved
-

9. Timelines

- ISOOR-AB shall define and monitor target timelines for resolution
- Delays shall be communicated with justification

10. Records

ISoOR-AB shall maintain records of:

- Appeals and complaints received
 - Investigations conducted
 - Decisions and outcomes
-

11. Continuous Improvement

- Trends in appeals and complaints shall be analyzed
 - Corrective actions shall be implemented where necessary
-

12. Communication

- Outcomes shall be communicated clearly and formally
 - Confidentiality shall be maintained where appropriate
-