



# **LIFTEK TECHNICAL SAFETY & SECURITY CONSULTANCIES**

## **PROCEDURE FOR HANDLING APPEALS**

### **1.0 POLICY**

LTSSC has a documented process to handle appeals from an applicant, candidate, and certified individual. Appeals are resolved independently and in an unbiased manner and the person whose decision is appealed against, will not be involved in the Appeals Handling Process.

### **2.0 PURPOSE**

The purpose of this procedure is to define the Appeals mechanism and to ensure that corrective and preventive action are initiated and implemented.

### **3.0 SCOPE**

This procedure covers the Appeals Handling Process followed by the Company.

### **4.0 REFERENCE**

BS EN ISO/IEC 17024:2012, CLAUSE NO.S 9.8.

### **5.0 RESPONSIBILITY & AUTHORITY**

- 5.1** The Advisory Committee advises the policies and procedures that ensure a fair and independent Appeals Handling Process in in place.
- 5.2** The Management Representative has overall responsibility and authority for ensuring that this procedure is implemented.
- 5.3** The Managing Director authorizes any changes to the Procedure, which may be necessitated by the outcome of Management Reviews and recommendations from the Advisory Committee.

### **6.0 PROCEDURE**

1) Appeals shall be submitted on the Appeals Form (LT/17024/F010) and submitted via postal mail or email to the Management Representative.

Postal Address:

Liftek Technical Safety & Security Consultancies  
Office 103  
Intercoil Business Centre  
Al Quoz 4, Dubai

LTSSC Email Address:

LTS@liftek-intl.com or appeals-lts@liftek-intl.com





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- 2) Appeals and Information should include:
- Name of appellant
  - Postal address of appellant
  - E-mail address of appellant(if available)
  - Telephone contact number (if available)
  - Exam taken
  - Exam date
  - Reason for Appeal
  - Outcome desired

3) Initial Review

Appeals and Complaints received will be entered into the Customer Complaints/Appeals Register (LTG/QMF/F032) and reviewed by the Operations Manager within 7 business days of receipt and a response sent by post and email (if available)

4) Initial Response

The response will be one of:

- a) **Appeal Forwarded** to the authorized person, who was not involved in the decision making process against which the appeal has been raised.
- b) **Appeal Delayed** to provide time to gather information. Within 30 days appellant will be sent an Appeal Forwarded notification

- 5) Decision will be taken by the authorized person reviewing relevant documents and the details on the appeals form. This will be communicated to the appellant within 7 working days. The outcomes are:

- a) **Appeal Accepted with or without conditions**
- b) **Appeal Rejected**

- 6) An Appeal that that been accepted will be reviewed for suitable corrective and preventive action.

The Operations Manager/ Examiner/ Assessor/Decision Maker MR initiates the necessary corrective and preventive action based on the magnitude and the effect of the Appeal depends on:

1. Nature of Complaints and/or Appeals
2. Type of Complaints and/or Appeals and is as per the following sequence in co-ordination with the Customer or Customer Representative
3. Determination of Complaint and/or Appeal
4. Containment and short-term corrective action through Re-Certification
5. Identification of root cause

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Corrective action Planning, includes

- Significance and its legal binding
- Operating cost
- Cost of non-conformity
- Dependability and safety aspects
- Customer satisfaction
- Evaluation of needs
- Determination and Implementation of action needs
- Implement the actions planned
- Verification for implementation & record the result of action taken.
- Effectiveness of the corrective action, so that it is not repeated.

- 7) The details of the actions will be recorded in the Corrective and Preventive Action Report – (LTG/IMS/FRM/04) and approved by the Operations Manager.
- 8) Corrective Action is initiated implemented and monitored by Operations Manager.
- 9) The outcome should be reported and notified to the customers. All Customer Complaints and/or Appeals, Internal Problems are reviewed in the Management Review Meeting (LTG/IMS/FRM/17)
- 10) The decision taken on the Appeal will be updated on the Candidate Certification Status Register (LT/17024/F009)

7.0 **Documents**  
Nil

8.0 <b>Records:</b>	<b>Retention Period</b>
Appeals Form (LT/17024/F010)	5 years
Agenda for Advisory Committee (LT/17024/F007)	5 years
Candidate Certification Status Register-1 (LT/17024/F009A)	5 years
Customer Complaints/Appeals Register (LTG/QMF/F032)	5 years
Corrective and Preventive Action Report (LTG/IMS/FRM/04)	5 years








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**9.0 Revision History:**

<b>Issue No</b>	<b>Date</b>	<b>Reasons for Change</b>	<b>Sections Affected</b>
1	28/08/2014	Revisions and updation	--
2/Rev 01	10/01/2016	Revisions and updation	Header , 1.0 & 6.0

		
<b>Prepared By</b>	<b>Reviewed By</b>	<b>Approved By</b>

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