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|  <b>GHANA<br/>STANDARDS<br/>AUTHORITY</b> | <b>GHANA STANDARDS AUTHORITY<br/>PRODUCT CERTIFICATION SCHEME</b> | <b>PRODUCT CERTIFICATION<br/>PROCEDURE</b> |
| <b>DOC: GSA-PCM-OP7.13-02</b>  | <b>ISSUE: 02.4</b>  | <b>01 OCTOBER 2019</b>                     |

## **PROCEDURE FOR HANDLING APPEALS**

### **1. PURPOSE**

This procedure describes the activities to ensure that appeals are promptly dealt with in an acceptable and timely manner.

### **2. SCOPE**

This covers all appeals on decision taken by GSA INSPECTION AND CERTIFICATION SCHEMES regarding their activities.

### **3. DEFINITIONS**

**3.1 Appeal-** It is request by the provider of the object of conformity assessment to the conformity assessment body for reconsideration by that body of a decision it has made relating to that object

**3.2 Appeals Committee** - Committee responsible for handling appeals and satisfactorily resolving them.

**NOTE 1:** An Appeal can arise from:

- refusal of an audit/inspection by INSPECTION AND CERTIFICATION SCHEMES
- non acceptance of scope of certification/inspection;
- decisions made on misuse, suspension, withdrawal, cancellation, extending and reducing the certification;
- refusal to grant certification/approval by the Decision Maker(s).


### **4. RESPONSIBILITIES**

**4.1 HODs-** Receive and validate appeal

**4.2. Appeals Committee (ALC)** - is responsible for addressing appeals.

**4.3 Secretary-** He/she shall be secretary to Appeals Committee


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|  <b>GHANA STANDARDS AUTHORITY</b><br><b>GSA</b> | <b>GHANA STANDARDS AUTHORITY</b><br><b>PRODUCT CERTIFICATION SCHEME</b> | <b>PRODUCT CERTIFICATION PROCEDURE</b> |
|  |   | <b>DOC: GSA-PCM-OP7.13-02</b>          |

## 5. PROCEDURE

| Clause No    | Task   | Responsibility | Related Documents                                  |
|--------------|--|----------------|--|
| <b>5.1</b>   | <b>Receipt, validation and registration</b>  |                |  |
| <b>5.1.1</b> | Receipt of the appeal on prescribed format.  | HOD            | GSA-PCM-OP7.13-02-FM-01<br>GSA-PCM-OP7.13-02-FM-01 |
| <b>5.1.2</b> | Check whether the appeal really relates to decisions of INSPECTION AND CERTIFICATION SCHEMES and should be handled | HOD            |  |
| <b>5.1.3</b> | Register the appeal and acknowledge to the appellant and treat as confidential.                                    | HOD            | GSA-PCM-OP7.13-02-FM-02<br>GSA-PCM-OP7.13-02-FM-01 |
| <b>5.2</b>   | <b>Processing and resolution of appeal</b>   |                |  |
| <b>5.2.1</b> | Refer the appeal to the appeals committee for resolution   | HOD            |  |
| <b>5.2.2</b> | Plan a programme of action to resolve appeal.  | ALC            | GSA-PCM-GL7.13-02<br>GSA-PCM-OP7.13-02-FM-05       |
| <b>5.2.3</b> | Update HOD on outcome of the Appeals Committee   | Secretary      | GSA-PCM-OP7.13-02-FM-06                            |
| <b>5.2.4</b> | Keep the appellant updated about the progress and outcome of the appeal.   | HOD            | GSA-PCM-OP7.13-02-FM-04                            |
| <b>5.2.5</b> | Keep records and update register   | HOD            | GSA-PCM-OP7.13-02-FM-06<br>GSA-PCM-OP7.13-02-FM-02 |
| <b>5.3</b>   | <b>Follow up</b>   |                |  |
| <b>5.3.1</b> | A formal notice of conclusion of the appeal handling process shall be provided to the appellant.                   | HOD            | GSA-PCM-OP7.13-02-FM-04                            |
| <b>5.3.2</b> | Incorporate findings as input for management review meeting  | HOD            | GSA-PCM-OP8.5-01<br>GSA-PCM-OP8.5-01-FM-01         |

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## 6. REFERENCES

GSA-PCM-GL7.13-01 Guidelines for Appointment and Operation of Appeals Committee  
 GSA-PCM-GL7.13-02 Guidelines for Making an Appeal  
 GSA-PCM-OP7.13-02-FM-01 Format of Letter for Acknowledging Appeal  
 GSA-PCM-OP7.13-02-FM-02 Format For Appeals Status Register  
 GSA-PCM-OP7.13-02-FM-03 Appeals Processing Form  
 GSA-PCM-OP7.13-02-FM-04 Format of Letter Informing the Decision on Appeal  
 GSA-PCM-OP7.13-02-FM-05 Appeals Committee: Notice of Meeting  
 GSA-PCM-OP7.13-02-FM-06 Minutes of Appeals Committee Meeting  
 GSA-PCM-OP6.1-01-FM-06 List of Committee Members  
 GSA-PCM-OP8.5-01 Procedure for Conducting Management Reviews  
 GSA-PCM-OP8.5-01-FM-01 Management Review Committee: Notice of Meeting

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