

 Management System Manual	<b>QUALIFICATION &amp; CERTIFICATION BOARD</b>	MM-13
	<b>APPEALS AND COMPLAINTS</b>	Rev.: 5 Date of Issue: 2 <sup>nd</sup> March 2021 Page <b>1</b> of <b>3</b>

### **13.1 POLICY AND OBJECTIVES**

- 13.1.1 It is Weld Australia Q&CB policy to allow appeals from examination candidates, certification candidates, IIW MCS ISO 3834 certified companies, or IIW MCS ISO 3834 certification applicant companies to be heard and considered, and it has therefore established a system for their registration and resolution.
- 13.1.2 The objectives are to ensure that a clear mechanism is available to candidates or companies for lodging appeals, to ensure that they are all properly dealt with, that they are all registered and outcomes recorded and communicated to the candidates or companies.
- 13.1.3 Weld Australia's complaints handling process is subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.
- 13.1.4 It is Weld Australia's responsibility to ensure that appropriate corrections are recorded and corrective actions regarding the incidents are taken.
- 13.1.5 It is Weld Australia's responsibility to gather and verify all necessary information regarding the incidents.
- 13.1.6 The procedures to handle the appeals and complaints shall treat all parties fairly and equitably.
- 13.1.7 Weld Australia is responsible for all decisions at all levels of the appeals and complaints handling process.
- 13.1.8 It is Weld Australia's responsibility to ensure that the decision-making personnel engaged in the appeals handling process are different from those who were involved in the decision being appealed.
- 13.1.9 Weld Australia shall ensure that the decision of a complaint to be communicated to the complainant shall be made by or reviewed by or approved by personnel who was not previously involved in the subject of the complaint.
- 13.1.10 Weld Australia shall ensure that submission, investigation and decision on appeals and complaints shall not result in any discriminatory actions against the appellant or complainant.
- 13.1.11 The procedures to handle all appeals and complaints shall be dealt within a constructive, impartial and timely manner.

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13.1.12 Weld Australia shall acknowledge the receipt of the appeal and complaint and provide the appellant and complainant with the progress report and the outcome.

13.1.13 It is Weld Australia's responsibility to give formal notice to the appellant and complainant of the end of the appeals and complaints handling process.

13.1.14 Lodging of appeals against the result of an examination or certification evaluation shall be accepted by the Weld Australia Q&CB within a time limit of 4 weeks after the incident involving the appeal occurred or receiving the examination results.

13.1.15 The result of an appeal shall be communicated within the two weeks of the appeal hearing.

## **13.2 IMPLEMENTATION**

13.2.1 The procedure that is adopted for appeals from candidates and companies is given in Part 2, OP: 0014: Registration and Resolution of Appeals.

13.2.2 The procedure that is adopted for complaints is given in Part 2, OP: 0012: Complaints, Corrective & Preventative Action.

13.2.3 The Flowchart generated for the appeals process is in Part 4, WA-FC-OP14: Registration and Resolution of Appeals.

13.2.4 The Register of Appeals and Complaints is kept at the Q&CB Administration Office by the Q&CB Administrator.

## Flowchart for the Registration and Resolution of Appeals

