



## Management of Disputes and Appeals

### 1. Introduction

This North American Accreditation Bureau Inc. (NAAB) policy outlines the process of handling disputes and appeals emanating from accredited organizations, those seeking accreditation and or the public in order to effectively resolve such issues in a timely manner.

### 2. Scope

This procedure covers disputes and the role NAAB plays in the appeals process considering that appeals will be directed to the Standards Tribunal for handling.

### 3. Responsibility

Senior Leadership ensures that:

- Quality Representative: Has the responsibility of ensuring that this policy is suitable for its intended purpose.
- NAAB and the Accreditation Committee: Handles disputes arising from the activities at NAAB.

### 4. Terms and Definitions

Term	Definition
QR	Quality Representative
CAB	Conformity Assessment Body
MAcredS	Manager Accreditation Services
Dispute	Expression of dissatisfaction other than an appeal by any person or organization relating to the activities of NAAB.
Appeal	Request by a CAB for reconsideration of any adverse decision made by NAAB related to its accreditation Status. An adverse decision made by NAAB may include: <ul style="list-style-type: none"><li>• Refusal to accept an application</li><li>• Refusal to proceed with an assessment</li><li>• Changes in accreditation scope</li><li>• Decisions to deny, suspend or withdraw accreditation</li><li>• Any other action that affects the attainment of accreditation</li></ul>



## NAAB Management of Disputes and Appeals Policy ISO/IEC 17011:2017

### 5. Procedure

- 5.1. Any disputes can be logged in at NAAB, once received it shall be logged in within the complaints register and the complaints process for investigation and effective resolution followed.
- 5.2. Any decision made by NAAB is appealable within 21 days to the MAcredS.
- 5.3. If an appeal is lodged in at NAAB and confirmed as such, the appellant shall be directed to the MAcredS.
- 5.4. Once an appeal is received by the MAcredS, the MAcredS shall follow NAAB P-02, NAAB P-03, and NAAB Policy-05 in determination of the validity of appeal as well as its decision with respect to the appeal.
- 5.5. The MAcredS shall keep records of the appeal as stipulated by ISO/IEC 17011:2017, any proceedings availed to NAAB and any records generated by NAAB with respect to the appeal shall be kept for a period of 10 years.

### 6. Training and Awareness

Staff performing one or more of the roles specified in this policy and other new or revised policies and procedures shall be made aware of their existence. A period not more than one month shall be allocated between the issue date and effective date to facilitate such an awareness.

### 7. Revision History

Date	Ver	Revised By	Reason For Revision
1/22/2109	1.0		Initial copy