



Dispute and Appeal Procedure

Any effective system must have a means for allowing a party which feels unjustly treated to present its case for redress to an impartial panel. PJLA relies upon its Top Management to appoint a Special Committee to hear dispute and appeal requests. This procedure defines how an interested party can present an argument for reversal of a decision with which it disagrees.



Dispute and Appeal Procedure

1.0 GENERAL

- 1.1 Purpose: To set forth a process whereby organizations can receive a fair and equitable handling of disputes and a process by which organizations can appeal decisions made by PJLA.
- 1.2 Scope: All organizations applying for or holding accreditation with PJLA, and all organizations doing business with them in the context of PJLA accreditation.

2.0 RELATED PROCEDURES, DEFINITIONS, EXHIBITS

- 2.1 ISO/IEC 17011: 2004
- 2.2 IPL-2, Quality Manual
- 2.3 IPL-1, By-Laws
- 2.4 SOP-1, Accreditation Procedure
- 2.5 SOP-5, Quality Records Procedure
- 2.6 SOP-9, Complaint Procedure
- 2.7 SOP-11, Suspension, Withdrawal and Reduction of Accreditation Procedure

3.0 RESPONSIBILITIES

- 3.1 In accordance with IPL-1, By-Laws, the members of the Board of Dispute and Appeal shall be appointed by PJLA's Top Management.
- 3.2 Top Management will ensure that the members of the Board of Dispute and Appeal are competent and independent of the subject of the dispute or appeal. If a dispute is appealed then separate board members will be selected to ensure unbiased decisions are made.

4.0 DISPUTE PROCESS

- 4.1 In all disputes, the President/Operations Manager will obtain the pertinent information from interested parties, will evaluate the dispute in light of PJLA policies and applicable standards and will use all reasonable efforts to resolve the dispute.
- 4.2 If the President/Operations Manager is not capable to make the determination whether the dispute is valid then a subcommittee will be developed. This should consist of at least two parties.



Dispute and Appeal Procedure

- 4.3 Once both committee members reach a decision, the President/Operations Manager will provide the disputing party with the resolution. At this time, the President/Operations Manager will inform them that they have the right to appeal the decision made.

5.0 APPEAL PROCESS

- 5.1 The Top Management initiates steps necessary to appoint a special committee serving as a Board of Appeal pursuant the By-Laws (IPL-1) and in accordance with ISO/IEC 17011: 2004.
- 5.2 The Appellant selects an advocate to represent its case and forwards the name, in writing, to the President/Operations Manager. If the appellant requires assistance finding representation then the President/Operations Manager may assist. The appellant will be provided with the name of this representative and has the right to reject the representative if they feel that the representative has any conflict of interest to represent their case.
- 5.3 The Board of Appeal shall ensure that it has all needed information regarding the appeal and all pertinent information.
- 5.4 The President/Operations Manager selects an appropriate advocate to represent the position of PJLA.
- 5.5 The chairperson notifies appellant and the PJLA advocate of the composition of its Board of Appeal, giving either party the opportunity to state objections to the Board of Appeal as constituted. If there are objections, the chairman of the Board of Appeal, in consultation with the President/Operations Manager, will decide on the final composition of the Board of Appeal.
- 5.6 The Board of Appeal meets at a place and time of mutual consent and holds a private meeting to discuss the merits of the Appellant's case. They may request objective evidence from either side for examination and discussion. Appellant and PJLA advocate are given the opportunity to present whatever evidence and/or oral argument they deem necessary.
- 5.7 At such point as the Board of Appeal believes it has exhausted avenues of consideration, it takes a secret vote in writing. Decisions are reached by simple voting majority. The ballot shall provide for a vote to "Affirm" the PJLA decision under appeal or a vote to "Reverse" said decision.
- 5.2 The Board of Appeal drafts a brief setting forth its decision, including whatever information it feels is worthwhile to disclose, and supplies the



Dispute and Appeal Procedure

appellant's advocate and the PJLA advocate with a copy. The Board of Appeal is under no obligation to disclose details of its deliberations.

- 5.3 The decision of the Board of Appeal is forever binding in the matter under appeal.
- 5.11 The Board of Appeal shall issue its brief no longer than 30 days after the President/Operations Manager receives in writing that name of the Appellant's advocate.
- 5.12 Follow-up actions, when required, are overseen by the President/Operations Manager.

6.0 RECORDS

- 6.1 Records are kept of all disputes, the Board of Appeal selection process, and the Board of Appeal decision are maintained in accordance to SOP-5.