



Global-Mark P/L

Management Document MSP-24

Title: Appeals

Type of Document: Procedure

This document is external



Document Information and Revision History

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| Original Author(s) | Herve Michoux |
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Revision History

| Revision | Date | Author(s) | Notes |
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| 1 | 15/1/2005 | Herve Michoux | Original Release |
| 2 | 26/2/2006 | Herve Michoux | Errors in the text |
| 3 | 20/10/08 | Mark Crawford | Section 5 – initial response within 10 working days and finalisation within 30 working days for BRC clients. |
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1 Why do we have this document

This document describes how Clients, members of the public, or other stakeholders can appeal the decisions made by Global-Mark Pty Ltd

2 Who can lodge an appeal?

Any stakeholder has the right to appeal a decision of Global Mark Pty Ltd.

Appellants (person or organisation lodging the appeal) can be:

- Client
- Potential Client
- Consultant
- Consumer
- Regulator
- Member of the public
- Other stakeholder

3 Grounds on which an appeal can be lodged

Appeals must be lodged against one of the following criteria:

1. Refusal of Global Mark Pty Ltd to accept an application for certification
2. Withdrawal or suspension of a certificate of approval
3. Non acceptance of the scope, or part of the scope of certification of the client, person or product.
4. Decision to grant or not to grant certification to a company, person or product.

4 Lodging an appeal – process and conditions

1. All parties must abide by the appeals procedure rules and maintain total confidentiality of the information and the process
2. The cost of the appeal shall be borne by the Appellant should the appeal fail (nominal cost to Global-Mark is \$2000 plus GST and expenses).
3. All appeals must be directed to the Customer Service Manager (CSM) of Global-Mark Pty Ltd.
4. Whilst an Appeal is being processed no further action should be taken on the release, update or cancellation of the certificate of approval.
5. Appeals must be lodged in writing, the appellant must be identifiable, provide names, telephone number, supporting documentation, identify the company, person or product subject to the appeal, and the ground for the appeal. Appeals lodged without this information will not be accepted.
6. Upon receipt of an appeal, the CSM will acknowledge the appeal (by phone or in writing).
7. An Appellant has the right to withdraw the appeal.

5 Stage 1

1. Upon receipt, the CSM will acknowledge receipt; register the appeal as a CorrectIT. (For BRC clients the response must be within 10 working days)
2. The CSM will then advise the MG, PM and CM involved of the appeal.
3. The CSM will seek written explanations from the CM or Officer involved.
4. The CM or officer(s) involved must provide a written reply to the appeal including the history, findings, evidence and conclusions. This should be supported by all available documented evidence (records, notes, photos).
5. The CSM will then pass the file (i.e. appeal and correspondence and the response) to an independent PM (or MD).



6. The independent PM will review both submissions and decide on whether the appeal is justified or not. His/her decision must be in writing and must be sent to the CSM, MD, PM and CM involved.
7. If the independent PM forms the view that the appeal is justified (i.e. in favour of the Appellant) the CSM will then confirm in writing **to the appellant** that the stage 1 of the appeal has been successful, and that the decision of the CM involved will be overturned. The letter should explain reasons why the appeal was successful. A copy of the letter shall be sent to the CM PM involved, MG and Appeals Council
8. If the independent PM forms the view that the appeal is not justified the CSM will inform the appellant in writing and the appellant will be given the opportunity to pursue the matter further: i.e. escalate the appeal to the appeals council (Stage 2). The Appellant should convey the decision in writing to the CSM.
9. **For BRC client's appeals must be finalized within 30 working days.**

6 Stage 2: the Appeals Council

Refer to the Appeal Council Terms of Reference.

1. The CSM is responsible for contacting the chair of the appeals council and forwarding all the information to the chair.
2. The chair will then form the appeal council to review this appeal, and follow the steps mentioned in the Terms of Reference.

7 What documents/records are needed to implement this procedure

| Document Title/Form Number | Paper or Electronic | Where are they kept | How long form (years) | Access restrictions | Comments |
|----------------------------|---------------------|---------------------|-----------------------|---------------------|----------|
| Appeals Correspondence | E | CorrectIT | E | Nil | |

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