



**PROCEDURE
APPEALS PROCEDURE**

**Number: SCA-PRO-006
Rev: 4
Date: 31 Jan 2021**

APPEALS PROCEDURE

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1 PREAMBLE

An applicant may formally request SCA to reconsider any adverse decision SCA has made related to its desired certification status by submitting an appeal in writing to the Scheme Manager at appeals@scacompliance.com.au within 14 days of the date of the decision.

Adverse decisions include:

- Refusal to accept an application;
- Refusal to proceed with an assessment;
- Corrective action requests including Non-conformances or Non-compliances;
- Changes to certified scope;
- Decisions to deny, suspend or withdraw certification, and
- Any other action that impedes the attainment of certification

2 APPEALS PROCESS

2.1 ACKNOWLEDGEMENT OF APPEAL

The SCA Manager will acknowledge the appeal within five working days of receipt.

The Governing Committee Chairperson will decide which of the Governing Committee members should be asked to make up the Appeals Panel and ensure that there has been no prior involvement in the audit or certification decision by the panel members, who are familiar with the relevant SCA requirements and processes, called on to investigate the appeal.

The SCA Manager will validate the appeal and ensure all necessary arrangements, i.e. notification to participants of venue and papers for the meeting are made available to enable the Appeals Panel to meet within 30 clear days of the original notification from the company.

The appellant shall be given at least 7 clear days' notice of the time and venue of the meeting.

The Panel shall consider the Appeal from the company, who may choose to attend, participate by teleconference or simply submit a written and descriptive Appeal.

The meeting will be in Confidence but shall be minuted.

2.2 APPEAL DECISION

The decision of the majority of the Appeals Panel as declared by the Chairman shall be final.

The meeting will be properly minuted and the minutes circulated to all participants

The Impartiality Panel will be advised to review the impartiality of the process.

The results of any appeals will be reviewed at the Management Review and SCA Governing Committee meetings.

The results of the Appeal will be formally advised to the applicant.

The appellant may withdraw the appeal at any time during the process.

If for any reason an appeal is withdrawn, SCA will not accept a future appeal on the same grounds.

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