



Appeals, Disputes and Complaints Procedure
Dubai Central Laboratory

Doc. Ref : IMS-RD-08

Issue Date : 08/05/2011

Rev. No. : 01

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[Ref. to: IC document RD-IC-0005]

Associated Documents :

Applicable Standards

- ISO 17025:2005,
- ISO 9001:2008,
- OHSAS 18001:2007,
- ISO 14001 :2004
- ISO Guide 65 1996,
- DGEP Criteria 5
- The Integrated Management System Manuel
- Local Order 11:2003 “ on Public Health and Safety in the Emirate of Dubai’
- Local Order 61:1991 “on Environmental protection systems in the Emirate of Dubai’

Work Instructions : Non

Forms/ Records : Non

Amendments Sheet

Issue Date	Rev. No.	Summary of Amendments
	00	Draft Doc
	01	Issue for Use

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1.0 +PURPOSE

The purpose of this procedure is to ensure that any appeals, disputes and complaints related to a product certification scheme brought to the attention of Head of DCLD Certification Body are properly handled.

2.0 SCOPE

This procedure covers appeals, disputes and complaints related to DCLD product certification services; from receipt up to satisfactory resolution and acknowledgment of both parties.

3.0 REFERENCES

- 3.1 IMS-DP-06 Complaints
3.2 RD-DP21-2001 (IC) General rules for certification through factory assessment
3.3 RD-DP20-1001 (IC) General rules for certification through batch testing
3.4 IMS-DP-22 Technical Approval of non-standard products

4.0 DEFINITIONS

- 4.1 Certification Body: Either the Inspection and Certification Section (ICS) or the Research & Standardization Management Office (RSMO) at Dubai Central Laboratory Department (DCLD) as applicable.
- 4.2 Certification Committee: Either the Technical Certification Committee of ICS or the Committee for Technical Approvals of RSMO at DCLD as applicable.
- 4.3 Appeal: A request by the provider of the object of assessment to the DCLD Certification body for reconsideration on the decision made related to the product certification scheme.
- 4.4 Complaint: An expression of dissatisfaction, other than appeal, wherein a response is expected by any person and/or organization to the DCLD Certification Body related to the product certification scheme.

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4.5 Dispute: In this procedure, appeal and dispute is considered as the same and will be treated accordingly. Any reference to appeal in the procedure shall also mean to cover dispute.

5.0 RESPONSIBILITIES

5.1 DCLD Director – Director of Dubai Central Laboratory

5.2 HCB – Head of Certification Body

5.3 DCLD-Certification Committee

5.4 DCLD-Certification Advisory Committee

5.5 Ad-Hoc Appeals Committee (to be formed by DCLD Certification Committee whenever appeals are received)

6.0 PROCEDURE

6.1 Complaints shall be dealt with in accordance with IMS-DP-06.

6.2 Appeals will be considered with respect to the decisions of DCLD based on the following:

- a) Refuse acceptance of the submitted application form.
- b) Failure to recommend for the issuance of the license/certificate.
- c) License/certificate suspension, withdrawal or cancellation.
- d) Non-acceptance of the scope of a Supplier's application.
- e) Non-acceptance of a non-conformity report.
- f) Other occurrences similar with the above-mentioned grounds

6.3 Action by the appellant

6.3.1 A customer wishing to raise an appeal shall indicate his intention in writing, addressed to the HCB, against the decision made and/or services provided by the DCLD Section, and submit through any available means.

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6.3.2 All available documents and evidences shall be submitted by the appellant to support such an appeal or complaint.

6.4 Action by DCLD Certification Body

6.4.1 Any DCLD personnel who received any kind of appeal related to product certification scheme either verbal or written shall forward it to the HCB for processing in accordance with procedures.

6.4.2 HCB, after receiving the appeal, shall forward it to the DCLD Certification Committee so as not to compromise the impartiality of the investigation (refer to 6.5).

6.4.3 HCB, after receiving the appeal shall act in accordance with the following general guidance:

a) If the nature of the appeal relates and/or involves the decision made and/or to be made by the HCB, HCB shall forward it to the DCLD Certification Committee so as not to compromise the impartiality of the investigation (refer to 6.5).

b) If the nature of the appeal relates and/or involves the decision made and/or to be made by the DCLD Certification Committee, the HCB shall recommend to the DCLD Director to convene the DCLD Advisory Committee to review and act on the appeal or complaint (refer to 6.6).

6.5 The DCLD Certification Committee, upon receipt of the appeal, shall review the decision made that are the subject of the appeal. If it is found that there is a valid reason for reversing or re-studying the decision, the Committee shall take appropriate action.

6.6 Action of the Advisory / Appeal Committee

6.6.1 For unresolved appeal at the HCB and/or DCLD Certification Committee level, the Advisory Committee shall form an Appeal Committee from the members of the Advisory Committee and convene an appeals meeting.

6.6.2 All the members of the Appeal Committee shall attend and be provided with an advance copy of the following documents:

a. Supporting evidence provided by the applicant.

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b. Report by the HCB and/or DCLD Certification Committee

6.6.3 Both the Appellant and the HCB and/or Chairman of DCLD Certification Committee shall be given the right to present verbal evidence based upon the documents previously submitted, during the appeals meeting.

6.6.4 DCLD Appeal Committee shall have the right to solicit assistance from the experts in the relevant fields, who shall be independent of the Appellant or DCLD.

6.6.5 DCLD Appeal Committee shall decide whether to accept or reject the appeal during the appeals meeting. Such a decision shall be deferred only under exceptional circumstances.

6.6.6 The decision of the DCLD Appeal Committee shall be communicated to the Appellant in writing or any possible means through the DCLD Quality Coordinator.

6.6.7 DCLD Appeal Committee's decision shall be final.

6.6.8 Final action shall be taken within four (4) weeks between the HCB and/or DCLD Certification Committee receiving an appeal in writing and his acceptance or rejection, however, extension could be considered as a result of actions which require longer duration of implementations, monitoring and testing to rectify problems.

7 Cost of the Appeal

7.1 The cost of the appeal shall be borne:

a. By DCLD should the appeal succeed or

b. At DCLD's discretion, by the Appellant should the appeal fail.

8 Corrective/Preventive Action

If, as a result of the appeal, dispute and/or complaint, DCLD Appeal Committee, DCLD Certification Committee and HCB believe that the systematic corrective and/or preventive action is necessary, relevant procedures shall be followed.

9 Confidentiality

All the information and any documentation of any kind provided by the appellant or complainant to the DCLD for the purposes of the appeal, and/or complaint shall be

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maintained as strictly confidential by DCLD and all the concerned employees. DCLD shall not, other than the requirements of the Law of the Land, allow any information provided to be copied or disclosed to a third person without prior consent of the appellant or complainant.

10 RECORDS

- 10.1 Appeal, Dispute and/or Complaint Report
- 10.2 Investigation Report
- 10.3 Report of Actions
- 10.4 Communications with the customer/s
- 10.5 Minutes of the Meeting
- 10.6 Decision/Resolution Documents

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