

Appeals Guidance - Accredited Conformity Assessment Bodies

Our Commitment

We aim to consider any appeal we receive in a fair and impartial manner.

Scope of the appeals process

ASCB will consider appeals against its own accreditation decisions in accordance with the requirements of the international standard ISO/IEC 17011 "Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies".

An appeal is a request by a conformity assessment body to reconsider an adverse accreditation decision made by ASCB. The appeals process is not available for other purposes, including challenges to complaint outcomes by third parties.

Who may appeal

Appeals may only be submitted by a conformity assessment body that is directly and adversely affected by an ASCB accreditation decision. This includes decisions relating to:

- Refusal of accreditation or of an extension to the scope of accreditation.
- Suspension of accreditation.
- Withdrawal of accreditation.
- Reduction of the scope of accreditation.
- The outcome of a complaint investigation, where the complainant is an ASCB-accredited conformity assessment body and the complaint relates to that body's own accreditation status.

Third-party complainants do not have recourse to the appeals process. On conclusion of the complaint process, ASCB will advise third-party complainants of any alternative routes available.

Grounds for appeal

An appeal must set out the specific grounds on which the decision is challenged. ASCB will consider appeals on one or more of the following grounds:

- ASCB failed to follow its own procedures in reaching the decision.
- The decision was based on a material factual error.
- Relevant evidence was available at the time of the decision but was not taken into account.

A general expression of dissatisfaction with the outcome, without reference to specific grounds, does not constitute a valid appeal.

Time limit

An appeal must be submitted in writing within 30 calendar days of notification of the decision. ASCB is not obliged to consider an appeal received after this period.

How to submit an appeal

An appeal should be submitted in writing and include as a minimum the following:

- The name and contact details of the appellant.
- The accreditation decision being appealed, including the date of notification.
- The specific grounds for appeal, by reference to the categories above.
- Any supporting evidence or documentation.

How will we deal with your appeal?

When we receive your appeal in writing, we will acknowledge receipt and assess whether the appeal meets the requirements set out above.

If the appeal does not meet the requirements (for example, it is submitted outside the time limit, or no specific grounds are identified), ASCB will notify you in writing and explain the basis for that conclusion.

If the appeal meets the requirements, ASCB will convene an appeal panel. The panel will consist of individuals who were not involved in the original accreditation decision. The panel will review the decision and the grounds of appeal, and may request further information from the appellant or from ASCB staff involved in the original decision.

On completion of the review, ASCB will inform you of the outcome in writing. The panel may uphold the original decision, amend the decision, or refer the matter back for reconsideration.

The submission of an appeal does not automatically suspend the effect of the accreditation decision under appeal.

Confidentiality

Information obtained in the course of an appeal will be handled in accordance with ASCB's confidentiality obligations under ISO/IEC 17011.

To submit an appeal

Please send your appeal and details as outlined above by the following methods:

Email: admin@ascb.com

Or by post:

Accreditation Service for Certifying Bodies LLC
8 The Green,
Dover, DE 19901,
United States