# APPEAL PROCEDURE

The objective of the appeal procedure is to facilitate the traders to forward their appeals related to the operations of Compulsory Import Inspection Scheme of Sri Lanka Standards Institution including the appeal on decisions made by the SLSI on the release of consignments. Appeals handling procedure QA\_PR\_7.5\_02 will be available on request to the interested parties.

# Appeals are processed as follows.

1. Any Importer may lodge an appeal on justifiable reasons in writing to the Director General (DG) of SLSI.
2. Upon receiving the appeal, the Director of Quality Assurance division of SLSI [D(QA)] shall inform the consumer protection unit of Sri Lanka Customs with proper references to the consignment pertaining to the appeal and obtain a ‘No Objection’ before proceed with the appeal.
3. Provided a no objection received from SL customs, the appeal is referred to the appeal committee along with the no objection for review committee recommendations.
4. The Appeal Committee should submit a detailed report to the DG-SLSI after the investigation with their recommendations to the DG’s approval.
5. DG's decision based on appeal committee recommendations shall be communicated to the appellant and D(QA) within one week after receiving the appeal committee recommendations for necessary actions.
6. Complaints are handled as per the procedure for complaint handling, QA\_PR\_7.5\_01 and the procedure is available in the SLSI website

Please use below link: [http://www.slsi.lk](http://www.slsi.lk/)