
SRI LANKA STANDARDS INSTITUTION
MSCS PROCEDURE
PROCEDURE FOR APPEALS

1. PURPOSE

This procedure is to be followed for receiving and dealing with any type of appeals relating to the Management Systems Certification Schemes (MSCS).

2. SCOPE

This procedure is applicable only for appeals pertaining to SLSI's Management Systems Certification Scheme.

3. DEFINITIONS

- 3.1. SLSI - Sri Lanka Standards Institution
- 3.2. Appeal - Any written communication against the decision taken under the SLSI 's Management Systems Certification Scheme (MSCS) or any other matter relevant to them operation of the Management Systems Certification Scheme
- 3.3. Appellant - The person/organization who signs the appeal
- 3.4. Appeal Committee - A committee set up by the council to look into the appeal
- 3.5. Council - Council of the Sri Lanka Standards Institution
- 3.6. DG - Director General of SLSI
- 3.7. MSCC - Management Systems Certification Committee.

4. REFERENCES

- 4.1. SLSI Act No. 6 of 1984
- 4.2. Regulations for Management Systems Certification Scheme
- 4.3. Rules and procedures for relevant Management System Certification Scheme
- 4.4. MSC P 8.2 - 01 - Procedure for Corrective Action
- 4.5. MSC - F 12.0 - 01 - Appeal form
- 4.6. MSC - R 12.0 - 02 - Appeals Register
- 4.7. MSC - F 12.0 - 03 - Acknowledgment of accepting appeal
- 4.8. MSC - F 12.0 - 04 - Notification of rejection of appeal
- 4.9. MSC - F 12.0 - 05 - Covering note forwarding the appeal to DG
- 4.10. MSC - F 12.0 - 06 - Covering note recommending the members of the appeals committee to the Council
- 4.11. MSC - F 12.0 - 07 - Information regarding Appeals
- 4.12. MSC - F 8.2 - 01 - Corrective Action Form

5. RESPONSIBILITY

- 5.1. Director (Systems Certifications) - D(SC)
D(SC) is responsible for registering the appeal and co-ordinate the appeals committee and appellant till the judgment is passed within the set time frame.
- 5.2. Director General
Director General is responsible for setting up the appeals committee and recommending to the Council.
- 5.3. Appeals Committee (AC)
Appeals Committee is responsible for conducting an impartial investigation and passing the judgment on appeal.

6. PROCEDURE

- 6.1. Any inquiry or request to appeal is received, the standard appeals form; MSC - F 12.0 - 01 shall be sent to the appellant.
- 6.2. Once an appeal is received in the standard appeal form, register the appeal in MSC - R 12.0 - 02 and acknowledge it through MSC - F 12.0 - 03 if the appeal is within the scope (Refer Section 12 page 34 of 43 of the Management Systems Manual) of the Management Systems Certification Scheme (MSCS).
- 6.3. If the appeal is not within the scope (Refer Section 12 page 34 of 43 of the Management Systems Manual) of the Management Systems Certification Scheme (MSCS), D(SC) shall reject it and notify the appellant through MSC - F 12.0 - 04.
- 6.4. In case 6.2, D(SC) shall forward the appeal form to DG along with the covering note MSC - F 12.0 - 05.

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- 6.5. DG shall review the appeal details and recommend to the Council to appoint an impartial appeal committee comprising three members.
- 6.6. The appeal committee members shall not be the members of the MSCC, those who carried out the audits and made the certification decisions and those who have any commercial interest with SLSI.
- 6.7. DG Shall forward the names and designations of appeals committee members to the Council along with the covering note MSC - F 12.0 - 06 including the recommendation for appointing a committee.
- 6.8. After reviewing the recommendations made by DG the Council will appoint a Chairperson and members from the appeal committee.
- 6.9. DG will then consult the chairperson and members of the particular appeal committee and fix a suitable date, place and time for session giving a minimum of seven working days notice to the applicant.
- 6.10. DG will then inform the appellant the constitution of the particular appeal committee date, time and place for the session.
- 6.11. The appellant has the right to state his/her objections to the constitution of the particular appeal committee in writing to DG.
- 6.12. DG and the Council have the right to consider the reasons for objections made and to decide whether or not to accept them and amend the constitution of the committee.
- 6.13. The session will be held within 30 working days and both appellant and the appeal committee have the right to avail themselves of assistance from witnesses, provided that the names and address of the witnesses have been informed in writing to the appeal committee or to the applicant.
- 6.14. The members of the appeal committee shall judge in all fairness and decides on the appeal consensus.
- 6.15. The judgment of the appeal committee shall be signed by all members of the appeal committee.
- 6.16. The progress to be communicated to the appellant shall be made by individual(s) not previously involved in the subject of the appeal.
- 6.17. The final decision of the appeal shall be notified in writing to the parties concerned by the Director General.
- 6.18. The Director General shall determine the cost of conducting the appeal.
- 6.19. In case the appeal is unsuccessful, the appellant is obliged to pay the cost.
- 6.20. The decision of the appeal committee is final and conclusive.
- 6.21. All details pertaining to appeals are maintained in the appeals register; MSC - F 12.0 - 07, ensuring that appropriate correction and corrective action are taken.
- 6.22. All appeals shall be completed within two months period and the SLSI shall give formal notice to the appellant of the end of the appeals-handling process.
- 6.23. Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant.