



MALAWI BUREAU OF STANDARDS CERTIFICATION AND INSPECTORATE DIVISION

DOC. MBS-CID-PR-7.13-02

PROCEDURE FOR HANDLING APPEALS

1. PURPOSE

To ensure that all appeals received on the services and decisions of MBS-CID are redressed in timely manner.

2. SCOPE

This covers all appeals received on decisions taken by MBS-CID in the certification process.

3. RESPONSIBILITY

3.1 Appeals Committee is responsible for handling appeals and satisfactorily resolving them.

3.2 Head, CID – He is responsible for providing secretariat for the appeals committee.

4. PROCEDURE

4.1 Appeals committee

4.1.1 MBS has constituted an appeals committee in accordance with Section 16 of the Malawi Bureau of Standards Act 2012 to oversee the appeals process.

4.2 Appeal handling process

4.2.1 MBS-CID receives, evaluates and makes decisions on appeals. MBS-CID shall record and track appeals and actions undertaken to resolve them.

4.2.2 Upon receipt of an appeal, MBS-CID confirms whether the appeal relates to certification activities for which it is responsible, and if so, shall deal with it.

4.2.3 MBS-CID acknowledges receipt of a formal appeal.

4.2.4 MBS-CID is responsible for gathering and verifying all necessary information (to the extent possible) to progress the appeal to a decision.

4.2.5 The decision resolving the appeal shall be made by, or reviewed and approved by, appeals committee represented by person(s) not involved in the certification activities related to the appeal.

4.2.6 To ensure that there is no conflict of interest, personnel who have provided consultancy for, or been employed by a client, including those acting in a managerial capacity, shall not

be used by MBS-CID to review the resolution of appeal for that client within two years following the end of the consultancy or employment.

4.2.7 MBS-CID gives formal notice of the outcome and end of the appeals process to the appellant.

4.2.8 MBS-CID shall take any needed subsequent action to resolve the appeal.