

CAS COMPLAINTS AND APPEALS PROCEDURE

1. Purpose

This procedure outlines the process for submitting, reviewing, and resolving complaints and appeals related to the activities, decisions, and services of the Conformity Assessment Society (CAS), ensuring fairness, transparency, and impartiality.

2. Scope

This procedure applies to:

- a. Complaints about CAS services, operations, members, or representatives.
- b. Appeals against decisions made by CAS concerning membership, endorsement, recognition, or other determinations.

3. Definitions

- a. **Complaint:** A formal expression of dissatisfaction, other than an appeal, submitted by any stakeholder regarding CAS's activities or personnel.
- b. **Appeal:** A request by a member or stakeholder for reconsideration of a decision made by CAS.

4. Submission of Complaints or Appeals

- a. Complaints and appeals must be submitted via email to the CAS Secretariat within **60 calendar days** of the event or decision.
- b. Submissions must include:
 - I. Name and contact details of the complainant/appellant
 - II. A clear description of the issue or contested decision
 - III. Any supporting evidence or documents

5. Acknowledgement

CAS will acknowledge receipt of the complaint or appeal within **10 working days**, confirming that the matter is under review.

6. Handling Process

- a. The CAS Secretariat will log the case and assign it to an impartial panel, assigned by BoD, not involved in the original matter.
- b. The investigation will include:
 - I. Review of all relevant documentation
 - II. Interviews or clarifications as needed
 - III. Ensuring no conflict of interest

7. Decision and Response

- a. A formal response will be issued within **60 calendar days** of receipt.
- b. The decision will include the outcome, rationale, and any corrective or preventive actions, where applicable.
- c. All decisions are final.
- d. No further internal appeal or escalation is permitted.

9. Confidentiality and Protection

- a. All complaints and appeals are treated confidentially.
- b. No complainant or appellant will face discrimination or retaliation for submitting a concern in good faith.

10. Records and Improvements

- a. All complaints and appeals are documented and retained for a minimum of **five years**.
- b. CAS uses complaint and appeal outcomes to identify opportunities for improvement in its operations.