

APEX ISO CERTIFICATION (PTY) LTD

APPEALS AND COMPLAINTS COMMITTEE - TERMS OF REFERENCE

1. Introduction

- 1.1 This document defines the Terms of Reference for the Appeals and Complaints Committee of Apex ISO Certification (Pty) Ltd.
- 1.2 The Appeals and Complaints Committee is delegated by the authority to review, evaluate, and decide on appeals and complaints related to certification decisions made by Apex ISO Certification (Pty) Ltd.
- 1.3 The Committee operates under the governance of the Apex ISO Certification (Pty) Ltd Quality Management System (QMS) and ensures impartiality, confidentiality, and independence in handling appeals and complaints.

2. Purpose of The Appeals and Complaints Committee

- 2.1 The Appeals and Complaints Committee is responsible for:
 - Reviewing all appeals and complaints related to certification decisions.
 - Ensuring impartiality and transparency in handling disputes.
 - Conduct investigations and make recommendations for corrective actions where necessary.
 - Maintaining stakeholder confidence in the certification process.
 - Ensuring compliance with applicable regulatory and accreditation requirements.
- 2.2 The Committee shall perform activities delegated to it and described in the Apex ISO Certification (Pty) Ltd QMS and any additional responsibilities assigned by the Directors of Apex ISO Certification (Pty) Ltd.

3. Membership

- 3.1 The Appeals and Complaints Committee shall be appointed in writing by the Directors of Apex ISO Certification (Pty) Ltd.
- 3.2 Membership shall be subject to the rules regarding conflicts of interest and impartiality.
- 3.3 The Committee may co-opt industry experts or stakeholders on a permanent or temporary basis as required.
- 3.4 Each member shall demonstrate competency through a competency review process.
- 3.5 Only members who have been declared competent by the Managing Director may participate in decision-making processes.

4. Conflict of Interest, Impartiality, and Confidentiality

- 4.1 Any Committee Member with a conflict of interest concerning a specific appeal or complaint shall recuse themselves from the related proceedings.
- 4.2 Any member who believes their impartiality may be compromised must disclose this before discussions commence.
- 4.3 All Committee Members must sign a Confidentiality and Impartiality Declaration before participating in any appeal or complaint review process.
- 4.4 Members shall undergo periodic competency assessments to maintain their eligibility.

5. Mandate and Scope

- 5.1 the Directors of Apex ISO Certification (Pty) Ltd mandate the Appeals and Complaints Committee to assess the merits of appeals and complaints.
- 5.2 The Committee shall implement instructions and actions directed by the Directors, except where such actions compromise compliance with applicable standards.

6. Operating Process

- 6.1 The Committee shall operate in accordance with the procedures set out in the Apex ISO Certification (Pty) Ltd QMS.
- 6.2 The Committee shall document and report on all appeals and complaints received.
- 6.3 A formal report shall be submitted to the Directors for each appeal or complaint processed.

7. Meetings and Meeting Procedures

- 7.1 The Chairperson of the Committee shall be elected and approved by the Directors.
- 7.2 Appeals and complaints to be reviewed shall be submitted at least three working days in advance.
- 7.3 A quorum shall comprise at least 50% of the appointed Committee Members.
- 7.4 In the absence of the Chairperson appointed, another member may be nominated.
- 7.5 Meetings shall be convened on a needs basis.
- 7.6 Minutes of meetings and outcomes shall be recorded and stored securely.

8. Review and Amendments

- 8.1 These Terms of Reference shall be reviewed periodically.
- 8.2 Any amendments must be approved by the Directors before implementation.