

**NATIONAL INSPECTION & TECHNICAL TESTING COMPANY
(FAHSS)**

Appeals Handling Procedure

fahss
فحص
Since 1986



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1.1 Appeals:

- 1.1.1** Any person, company or an interested party can file an appeal against the decision that were not resolved to the satisfaction of complainant. Complainant can make the appeal to the CEO through the Product Heads.
- 1.1.2** The appeal must be filed in writing within the 30 days from the date, when client received the response or there is no response within 30 days. The client must attach the supporting documents with the appeal.
- 1.1.3** The CEO nominates a competent individual* to verify the documents for completeness.
- 1.1.4** Appointed individual verifies the documents for its completeness and depending upon the observations may ask for additional documentary support and necessary shall make a request for personnel appearance (if possible) to obtain more details.
- 1.1.5** Once the documents are complete, the appointed individual acknowledges the receipt of the appeal and forwards the entire documentation to CEO.
- 1.1.6** CEO has the right to either disallow the appeal or to form an Appeals Committee based on the merit of the contents of the appeal.
- 1.1.7** The Appeals committee is headed by one of the Senior Management team members nominated by the CEO. The nominated head of the Appeals Committee is allowed to take necessary staff or experts with the company or to discharge the appeal. It would be ensured that the members had not been involved in the subject matter of the appeal.
- 1.1.8** The Head of the committee may ask the appellant to present the facts in person to the appeals committee if necessary or if so desired by the appellant. The results of the similar previous appeals (if any) are also taken into account.
- 1.1.9** The Appeals committee reviews the records related to resolution of complaints and may conduct further investigation to verify the facts and to discharge the appeal.
- 1.1.10** The Appeals committee gives its recommendation to the CEO that are necessary to discharge the appeal to the satisfaction of the appellant and regarding the preventive actions, if any that must be taken to avoid such recurrences.
- 1.1.11** CEO gives the decision on the appeal based on the recommendation by the appeals committee and intimates the appellant. The decision of the CEO in this regard will be final.
- 1.1.12** Confidentiality & impartiality is maintained throughout the process and it is ensured that it will not have any impact on the services provided by FAHSS in future.
- 1.1.13** FAHSS reserves the right to share the extent of information to the intended party.