

	Document Title	Appeals Handling Procedure	
	Effective date	Document No.	Revision
	01 February 2026	CER_PR_002	05

1. PURPOSE

This procedure describes the activities to ensure that appeals are promptly handled and dealt with indiscriminately.

2. SCOPE

This covers Management System Certification services.

3. ABBREVIATIONS

3.1 ED: Executive Director

3.2 TM: Technical Assurance Manager

3.3 MSCS: Management Systems Certification Scheme

3.4 EXCO: Executive Management Committee

4. DEFINITIONS

4.1. Appeal: any request for review that is conveyed in writing, against a decision made by MSCS, taking into consideration the explanation provided by the client. This may be either during the course of the audit at the client's premises or any work pertaining to certification.

4.2. Appeals can be due to:

- refusal of an audit by MSCS
- nonacceptance of the scope of certification
- decisions made on misuse, suspension, withdrawal, cancellation, extension, and reduction of the certification
- failure to recommend certification by the Certification Committee
- notification by any third party/interested party against the grant of certification by MSCS.

5. RESPONSIBILITIES

5.1. QAM- is responsible for the day-to-day operations of MSCS and quality management systems implementation within ESWASA.

5.2. Appeals Committee – The Appeals Committee appointed under section 30 of the Eswatini Standards and Quality Act 2023 is responsible for addressing appeals.

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6. PROCEDURE

No	Task	Responsibility
6.1	Receipt, validation and registration	TM
6.1.1	Receipt of the appeal on prescribed format with the prescribed fee and within 90 days of the decision taken, and provide the appellant with progress reports and the outcome.	TM
6.1.2	Validate the appeal that it really relates to the decisions of MSCS and should be handled	TM
6.1.3	After validation, register the appeal and acknowledge to the appellant and treat as confidential.	TM
6.1.4	The appeal shall be logged electronically and given a unique number for reference and identification	TM
6.2	Processing and resolution of the appeal	
6.2.1	Decide to request the Appeals Committee to investigate the appeal and give a final decision.	Executive Director/Assigned EXCO member
6.2.2	Send a meeting notice for the convening of the Appeals Committee at least 15 days before the hearing date	Executive Director/Assigned EXCO member
6.2.3	Take a confidentiality statement from members of the Appeals Committee stressing the need not to disclose either all or part of the proceedings to a third party.	Executive Director/Assigned EXCO member
6.2.4	The Appeals Committee shall sit for as many sessions as deemed necessary in order for them to reach a sound judgment	Appeals Committee
6.2.5	Track and maintains a record of all appeals along with remedial actions pertaining to the certification system	TM
6.2.6	Keeps the appellant updated about the progress and outcome.	TM
6.3	Follow up	TM
6.3.1	A formal notice of conclusion of the appeal handling process shall be provided to the appellant.	TM
6.3.2	Identify problems requiring any actions to prevent recurrence of the appeals situation for corrective action commensurate with the nature and risk involved. These include measures such as: - restoring conformity to the certification system process - assessing the effectiveness of remedial/corrective actions taken.	TM

7. REFERENCES

FO_007 Appeals Register

Prepared by: CSO	Reviewed by: SQAQ	Approved by: TM	Page 2 of 2
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