13.1 POLICY AND OBJECTIVES

13.1.1 It is Weld Australia Q&CB policy to allow appeals from examination candidates, certification candidates, certified companies, or certification applicant companies to be heard and considered, and has established a system for their registration and resolution.

13.1.2 The objectives are to ensure that a clear mechanism is available to candidates or companies for lodging appeals, to ensure that they are all properly dealt with, that they are all registered and outcomes recorded and communicated to the candidates or companies.

13.1.3 Weld Australia's complaints handling process is subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

13.1.4 It is Weld Australia's responsibility to ensure that appropriate corrections are recorded and corrective actions regarding the incidents are taken.

13.1.5 It is Weld Australia's responsibility to gather and verify all necessary information regarding the incidents.

13.1.6 The procedures to handle the appeals and complaints shall treat all parties fairly and equitably.

13.1.7 Weld Australia is responsible for all decisions at all levels of the appeals and complaints handling process.

13.1.8 It is Weld Australia's responsibility to ensure that the decision-making personnel engaged in the appeals handling process are different from those who were involved in the decision being appealed.

13.1.9 Weld Australia shall ensure that the decision of a complaint to be communicated to the complainant shall be made by or reviewed by or approved by personnel who was not previously involved in the subject of the complaint.

13.1.10 Weld Australia shall ensure that submission, investigation and decision on appeals and complaints shall not result in any discriminatory actions against the appellant or complainant.

13.1.11 The procedures to handle all appeals and complaints shall be dealt within a constructive, impartial and timely manner.

13.1.12 Weld Australia shall acknowledge the receipt of the appeal and complaint and provide the appellant and complainant with the progress report and the outcome.

13.1.13 It is Weld Australia's responsibility to give formal notice to the appellant and complainant of the end of the appeals and complaints handling process.

13.1.14 Lodging of appeals against the result of an examination or certification evaluation shall be accepted by the Weld Australia Q&CB within a time limit of 4 weeks after the incident involving the appeal occurred or receiving the examination results.

13.1.15 The result of an appeal shall be communicated within the two weeks of the appeal hearing.

13.2 IMPLEMENTATION

13.2.1 The procedure that is adopted for appeals from candidates and companies is given in OP-14.

13.2.2 The procedure that is adopted for complaints is given in OP-14.

13.2.3 The Register of Appeals and Complaints is kept at the Q&CB Administration Office by the Q&CB Administrator.

13.3 APPEALS & COMPLAINTS COMMITTEE

13.3.1 The Q&C Board shall appoint a committee to investigate and decide on appeals and complaints from candidates and companies.

13.3.2 The committee shall consist of at least two people, one of whom may be the ANB Chief Executive or ANBCC Scheme Manager as appropriate.

13.3.3 Committee appointees shall not have participated in the examination process in the case of an appeal or complaint from a candidate.

13.3.4 Committee appointees shall not have a conflict of interest relating to the complainant company in the case of an appeal or complaint from a company.

13.4 REFERENCES

References, terms, definitions and acronyms specified within MM-03 shall apply to this document. The following are also referenced in this document:

- OP-14 *Complaints and Appeals*

Weld Australia

To be completed by Appellant/Complainant (Please only fill the relevant sections)

1. Details of Appellant						
ANBCC No:		Company:				
Name:						
Address:						
Suburb:		State:		Postcode:		
Phone:						
Email:						
Date:						

2. Nature of Appeal or Complaint

3. Fees
The fee to appeal the official decision of Company Certification schemes is at the rate of $1,000 (including GST).
The fee to appeal the official decision of an individual's qualification/certification is at the rate of $500 (including GST).
There is no charge for complaints.

4. Payment
An invoice will be generated upon receipt of this form and sent to the appellant. Fees from a successful appeal will be refunded.

OFFICE USE ONLY

5. ACTION ON RECEIPT OF WRITTEN APPEAL/COMPLAINT

5.1 RECORDING OF APPEALS AND COMPLAINTS

Date received			
Date recorded in register:		Number	
Date notified Appellant/Complainant:			
Method of notification:			
Q&C Manager actions:			
Date appeal fee paid:			

5.2 APPEALS AND COMPLAINTS HEARING

Appeals and Complaints Committee Decision.	Date		
Name of Committee Member (1) or Moderator (1)		Signature	
Name of Committee Member (2) or Moderator (2)		Signature	
Name of Committee Member (3) or Moderator (3)		Signature	

5.3 NOTIFICATION OF DISPOSITION OF APPEALS AND COMPLAINTS

Date Appeals and Complaints Committee report received	
Brief report (*full report if necessary shall be attached to this form*)	
Date outcome entered on official Register	
Date letter of notification sent to appellant	

5.4 ROOT CAUSE & CORRECTIVE ACTIONS

Actions (*full report if necessary shall be attached to this form*)	Date Completed	

5.5 SIGNOFF

Q&C Manager's Name		Date	
Q&C Manager's signature			
Date of Q&C Board Meeting where appeal/complaint was minuted			

Email form to: qnc@weldaustralia.com.au
ENQUIRIES: Email qnc@weldaustralia.com.au