

FDAS Procedures

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Title: Procedure for Handing the Appeals

1.0 Objective: The objective is to ensure that appeals received against the decisions of FDAS are examined impartially and without discrimination.

2.0 Scope: This procedure is applicable to all types of CABs and affected public.

3.0 Responsibility: Quality Manager responsible to process the Appeals as per this procedure.

4.0 Procedure:

- 4.1** Received appeals are acknowledged by FDAS secretariat, assuring for impartial investigation and about its responsibility for the decisions made appeals.
- 4.2** FDAS shall also update with the progress where required, and informed that appeal procedure is available on its website.
- 4.3** Records of appeals are maintained to enable its tracking and the actions taken to resolve the Appeals.
- 4.4** Quality manager studies the related information concerning the appeal and, in those cases, where concerned raised by appellant have merit, and can be agreed it is communicated to the concerned CAB, and required amendments are made in FDAS records, provided it is acceptable to appellant and appeal is resolved.
- 4.5** When appellant is not accepting provided resolution or when Quality manager does not find merit in appeal, it is referred to Chairman Accreditation Committee, with relevant information from FDAS records.
- 4.6** Chairman AC is authorized to identify an individual or constitute sub-group to study the information provided and make its decision known on the merit of appeal.
- 4.7** Quality manager provides such information as may be required to process appeal.
- 4.8** The decision made on behalf of AC is binding on FDAS even if it is against it.
- 4.9** Director is informed about the decision of AC on appeal received.
- 4.10** The decision of AC on appeal is communicated to appellant.
- 4.11** The records containing the results of investigation, related assessment records, summary of findings and correspondence with complainant are preserved for future references.

5.0 Records: Records of appeals and all related documents are preserved.