



International Association for Assessment Board Inc. (IAAB)

IAAB Guideline for Appeal Handling

IAAB 2A: 2024, Issue 1

Table of Contents

0. Introduction..... 3

1. Scope..... 3

2. Normative references 3

3. Terms and definitions..... 3

4. Appeal Process..... 3

Annexure 01: Duration of Appeal handling..... 3

0. Introduction

IAAB has described the Appeal handling process for AB, CB and stakeholders.

1. Scope

- This procedure applies activities of IAAB.

2. Normative references

- IAAB Guideline, Standards & policies.

3. Terms and definitions

AB	Accreditation body
CB	Certification Body
IAAB	International Association for accreditation board
Stakeholders	Interested parties

4. Appeal Process

Receipt of Appeal	The IAAB shall record the Appeal received from AB / CB or various stakeholders.
Review	Review the Appeal and analysis by appointing the appropriate team.
Decision for acceptance	Based on review accept or reject the Appeal within 7 working days.
Action plan	Plan for the actions to be implemented including immediate correction to the Appeal. Acknowledge the receipt of appeal.
Timeline	Duration of Appeal handling reference in Annexure 01
Implement	Implement the action plan immediate after the approval of plan from appeal handling team.
Review	Review the implemented action plan for progress
feedback	Monitor feedbacks on the action taken by appeal handling team
Closure	Close the Appeal within the target periods as agreed
Record	Update the required record as necessary
Analysis	Analysis the root cause
Review with management	Review the trend of received appeals in the management review meeting
Notify	The IAAB Secretary shall notify the Appellant in writing and the final outcome of the Appeal results.

Annexure 01: Duration of Appeal handling

Appeal for GLA Assessment Activities	Min. 30-60 working days or ASAP
Appeal for Other Activities	Min. 60-90 working days or ASAP



FURTHER INFORMATION

**For further information
on this document
contact:**

Secretariat:

IAAB Corporate Secretary

Email:

Contact@IAAB.US

