



## TSI Appeals Procedure

TSI Quality Services has established a comprehensive procedure to ensure a fair, transparent, and efficient process for managing appeals against certification decisions, ensuring all appeals are handled impartially and promptly, and maintaining the confidence of candidates and stakeholders. This procedure, which applies to all certification decisions made by TSI Quality Services, is publicly accessible on TSI's website. TSI regularly reviews and updates the procedure based on feedback and changes in standards, ensuring compliance with ISO 17024:2012. The process includes the following key elements and methods:

### 1. Receiving and Validating Appeals:

- Candidates who wish to appeal a certification decision must submit a formal appeal form available on TSI's website.
- Upon receiving an appeal, TSI initiates a validation and investigation process to ensure the appeal is legitimate and complete.
- The process includes reviewing previous similar appeals to ensure consistency in decision-making.

### 2. Acknowledgment and Communication:

- A formal acknowledgment is sent within 24 hours, confirming receipt and outlining the next steps TSI acknowledges receipt of appeals promptly and provides the appellant with progress reports and the final outcome.
- Communication is clear, timely, and transparent throughout the appeals process.

### 3. Tracking and Recording:

- TSI maintains detailed records of all appeals, including the nature of the appeal, the investigation process, actions taken, and the final decision.
- These records are used to identify patterns and make improvements to the certification process.

### 4. Corrective Actions:

- If an appeal reveals a legitimate discrepancy or error, TSI takes appropriate corrective actions, such as re-evaluating the candidate's examination paper or other relevant materials.
- Corrective actions are documented and implemented promptly to ensure fairness.
- Ensure appropriate corrections and corrective actions are taken, if applicable.
- The effectiveness of corrective and preventive actions is regularly monitored and reviewed.

### 5. Timeliness and Impartiality:

- All appeals are handled constructively, impartially, and within a reasonable timeframe to maintain candidate confidence.
- The policies and procedures ensure that all appeals are addressed without bias.
- The appellant is informed that the appeal will be processed within 5 working days.



## 6. Decision-Making Independence:

- The personnel responsible for making decisions on appeals are different from those involved in the initial certification decision to ensure impartiality.
- TSI ensures that the appeals-handling process is free from any conflicts of interest.

## 7. Non-Discrimination:

- Submission, investigation, and decision on appeals do not result in any discriminatory actions against the appellant.
- The appeals process is designed to protect the rights of the appellant and ensure **they are treated fairly**.

## 8. Formal Notice:

- At the conclusion of the appeals-handling process, TSI issues formal notices to appellants, providing closure to the appeal.
- The notice includes the final decision and any corrective actions taken.