



UNITED ACCREDITATION BODY OF INDIA

UABI 420

**Procedure for dealing with complaints against adverse
decision taken by UABI**

Amendment Sheet

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INTRODUCTION

This document describes the procedure to deal with complaints against the adverse decisions taken by UABI with respect to their accreditation status or other matter in which CAB was put into doubt.

SCOPE

1. This procedure to deal with complaints against appeal from laboratory against the adverse decisions taken by UABI with respect to their accreditation status. All appeals is considered within the framework of UABI rules and regulations.
2. This procedures includes appeals by laboratories such as both applicant and accredited laboratories against adverse decision taken by UABI with respect to the refusal to accept an application, refusal to proceed with an assessment, corrective actions requests, and changes in accreditation scope, decisions to close or deny applications. Accredited CAB can also appeal against UABI decision to put them under abeyance, suspend, withdrawal of accreditation or reduction of scope etc.

RESPONSIBILITY

1. Quality Manager is overall responsible for handling and managing the appeals. He is also responsible for reviewing the adverse decision that lead to appeal under consideration.
2. To take care of the fact that appeal handles impartially, CEO designates separate committee for handling of Appeals and complaints under his supervision.

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PROCEDURE

1. Appeal is made to the CEO of UABI in writing in prescribed format as UABI 453 within 40 days from the date on which adverse decision was taken against CAB in doubt.
2. The appeal is examined by Quality manager regarding its validity and if they appear to be valid, they are taken up for further actions and the same is informed to appellant.
3. Quality manager acknowledges the receipt of appeals for CAB. The QM shall maintains the record pertaining to the appeals including important details like, date of receipt, name, address of CAB, details of appeal, outcomes and final disposal in prescribed format as UABI 453. It is also available on **www.uabi.org**.
4. At any time during the review of the appeal, if appellant wishes to withdraw the appeal then he/she can do by giving suitable reason and further the appeal on the same ground is not entertained/considered.
5. On acceptance of appeal, the quality manager proposes committee in-front of CEO. While proposing the committee, QM ensures that none of the member is involved in the assessment or decision-making process for the appellant CAB and should be familiar with UABI requirements.
6. The representative of the committee involved in the adverse decision of the concerned CAB may provide technical inputs but are not involved in the decision making of the appeal.
7. After examinations of the appeal, the committee may seek clarifications from all appropriate source. If consider necessary UABI shall appoint expert to the laboratory to investigate the matter.

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8. Wherever information received/obtained from sources are not enough to go for conclusions then committee may ask to go for on-site verification which is to be arranged by expert appointed. The assessment team shall not include previous assessor who conducted assessment.
9. Based on the data gathered form above means, the committee shall make final recommendations within a reasonable time. CEO is responsible to make decision on the recommendation of the committee.
10. Decision of CEO shall be final and the laboratory shall be informed accordingly.
11. No further appeals are to be considered in the same matter where decision is taken on it.

RECORDS

1. Appeal investigation form as per UABI 453.
2. Minutes of Appeals Committee Meeting.
3. Appeal file maintained by QM where all the correspondence in respect to appeals are received, CEO decisions and any other relevant documents are filled date-wise.

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