

ACCREDAX INTERNATIONAL APPEAL HANDLING PROCESS

1. Receipt of Appeal

- Appeal letter is received.



2. Validation of Appeal Letter

- Business Development Executive (BDE) validates the appeal letter to ensure it is legitimate and complete.
- Once validated, BDE informs the **Appeal Panel (AP) / Technical Appeal Panel (TAP)** to begin the evaluation process.



3. Evaluation Process Initiation

- AP / TAP initiates the evaluation process.
- The panel may:
 - I. Hear witnesses
 - II. Consult experts
- Convene one or more sessions if necessary
- (Refer to *Appendix 1 – Terms of Reference of Appeals Panel*).



4. Scheduling of Appeal Session

- **Chairman of AP/TAP** schedules the appeal session **within 3 weeks** of receiving the appeal.
- The **appellant** is notified of the meeting **at least 7 working days** before the session (including time and location).



5. Submission of Witness Details

- Both **appellant** and **AP/TAP** may call witnesses.
- Names and addresses of witnesses must be submitted **in writing at least 7 working days before** the session date.

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6. Conduct of Appeal Session

- AP/TAP conducts the session, reviews evidence, and deliberates.
- Decision is made by **majority vote**.
- Minutes of meeting are prepared, signed by all panel members.
- If there is **disagreement**, reasons for dissent are recorded in the minutes.



7. Communication to Accreditation Body

- The **decision of the Appeals Panel (AP)** is communicated in writing to the **accreditation body(ies) within 15 days** from the date of the decision.
- The **final decision** of the accreditation body(ies), based on the AP's recommendation, is **binding**.



8. Notification to Appellant & Record Keeping

- The **final decision** from the accreditation body(ies) (if applicable) is:
- Sent to the appellant via **registered mail**.
- A **copy is filed and kept** by AXC as an official record.