



APPEALS PROCEDURE

Global Certification Pty Ltd has a procedure in place to handle appeals and provide sufficient resources to resolve the matter in an expeditious fashion.

A Senior Executive of Global Certification shall be the contact point for all matters relating to the appeal. Costs associated with any appeal shall be the responsibility of the individual parties.

How Do I Lodge An Appeal?

These can be submitted be either:-

- Telephoning the CEO on 07 5428 3090
- Emailing info@globalcertification.com.au
- Via facsimile: 07 5495 4310
- Sending a letter to: PO Box 195, MORAYFIELD QLD 4506

The appeals process has a number of specific steps , they are:-

- The Appeal shall be registered, a file established and notification sent to the appellant.
- A member of the Advisory Board shall be delegated to the appeal.
- A briefing document outlining the nature of the appeal and the review if any, of previous similar appeals for each person considering the appeal and set an appeal hearing date place and time.
- Notification shall be sent to the appellant outlining details of the hearing.
- Appeal hearing.
- Notification of "ruling" will be sent to the appellant in writing stating the findings and the reasons for the decision by a Senior Executive not involved in the appeals process.
- GC Board will take the corrective action necessary to prevent recurrence of the situation, and will monitor the effectiveness of the actions.
- Once completed, the file shall be filed by the senior executive in a confidential area and the register completed to include the status and location of the file.
- Both during and following the processing of an appeal all persons associated with Global Certification Pty Ltd shall ensure that no discriminatory action is taken against the Appellant.

Bruce Smith
CHIEF EXECUTIVE OFFICER
Global Certification Pty Ltd