

Appeals Process

The Appeals process is intended to manage, evaluate, take necessary corrective action, and make decisions on appeals in a confidential manner per ISO 17029 Section 9.9.

The Appeals Process is as follows:

- Appellants that are dissatisfied with the resolution of the Complaints Process as outlined in Complaints Process document (linked on website) are requested to submit an appeal to the SCV Corporate Representative via the “Contact Us” link provided on the SCV website. The appellant is requested to provide the following details:
 - The name of the appellant
 - Contact information of the appellant
 - The details/nature of the appeal
 - If applicable, a suggested resolution to the appeal
- The SCV Corporate Representative (who is independent of the technical project work) will review the appeal and inform the appellant of:
 - The receipt of the appeal
 - The SCV Personnel assigned to resolve the appeal (if different from the SCV Corporate Representative)
 - A summary of the next steps and timelines
 - The formal notice of outcome of the appeal investigation

All appeals will be stored within the GHG SharePoint file system, in a folder only accessible by the SCV Corporate Representative and Quality System Manager to maintain confidentiality.

The SCV Corporate Representative will ensure that the decision made on the appeal investigation does not result in any discriminatory actions against the appellant and that the decision on appeals shall be made by, or reviewed and approved by, individuals not involved in the decision which is the subject of the appeal in question.

If the client/appellant is dissatisfied with the outcome of the appeal investigation and decision, they will be directed to voice their concerns with SCC as SCV’s accreditation body.