 GHANA STANDARDS AUTHORITY	GHANA STANDARDS AUTHORITY PRODUCT CERTIFICATION SCHEME	PRODUCT CERTIFICATION PROCEDURE
DOC: GSA-PCM-OP7.13-02	ISSUE: 02.3	01 JUNE 2019

PROCEDURE FOR HANDLING APPEALS

1. PURPOSE

To ensure that all appeals received on the decisions of GSA PCM are redressed in timely manner.

2. SCOPE

This covers all appeals received on decisions taken by GSA PCM in the certification process.

3. RESPONSIBILITY

3.1 Appeals Committee is responsible for handling appeals and satisfactorily resolving them.

3.2 Head, Product Certification - is responsible for providing secretariat for the appeals committee.

4. PROCEDURE

4.1 Appeals committee

GSA has constituted an appeals committee in accordance with the composition and competence criteria provided:

4.1.1 Composition: The committee is composed of a representative each of the five (5) entities:

- Ministry of Trade and Industry
- Ghana Export Promotion Authority
- Association of Ghana Industries
- Consumer Protection Agency
- Academia

4.1.1.1 GSA shall provide a secretariat.

4.1.2 Competence Criteria:


4.1.2.1 Mandatory Requirements

- Graduate or diploma in any discipline
- Ten (10) years working experience
- Must be in a management position

4.1.2.2 Optional Requirements

- Knowledge of certification process

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- Knowledge of management systems
- Experience in appeals handling
- Science/technology background

4.2 Appeal handling process

4.2.1 GSA PCM receives, evaluates and makes decisions on appeals. GSA PCM shall record and track appeals and actions undertaken to resolve them.

4.2.2 Upon receipt of an appeal, GSA PCM confirms whether the appeal relates to certification activities for which it is responsible, and if so, shall deal with it.

4.2.3 GSA PCM acknowledges receipt of a formal appeal.

4.2.4 GSA PCM is responsible for gathering and verifying all necessary information (to the extent possible) to progress the appeal to a decision.

4.2.5 The decision resolving the appeal shall be made by, or reviewed and approved by, appeals committee represented by person(s) not involved in the certification activities related to the appeal.

4.2.6 To ensure that there is no conflict of interest, personnel who have provided consultancy for, or been employed by a client, including those acting in a managerial capacity, shall not be used by GSA PCM to review the resolution of appeal for that client within two years following the end of the consultancy or employment.

4.2.7 GSA PCM gives formal notice of the outcome and end of the appeals process to the appellant.

4.2.8 GSA PCM takes any needed subsequent action to resolve the appeal.

5. REFERENCES

GSA-PCM-OP7.13-01 Procedure for Handling Complaint
GSA-PCM-GL7.13-01 Guidelines for Appointment and Operation of Appeals Committee
GSA-PCM-OP6.1-01-FM-06 List of Committee Members
GSA-PCM-OP4.13-02-FM-01 Format of Letter of acknowledging Appeal
GSA-PCM-OP4.13-02-FM-02 Format for Appeals Status Register
GSA-PCM-OP4.13-02-FM-03 Appeals Processing Form
GSA-PCM-OP4.13-02-FM-04 Format of letter informing the decision
GSA-PCM-OP7.13-02-FM-05 Format of Meeting Notice for Appeals Committee Meeting
GSA-PCM-OP7.13-02-FM-06 Format for Minutes of Appeals Committee Meeting