1. **Procedures for appeals, complains, and objections**

CWS ANB is responsible for issued EWF and IAB Diplomas and Certificates. This

responsibility is indivisible between commissions and other entities.

Any decision by an Certification Authority of CWS ANB can be appealed (or objected) in writing to the CWS ANB within 4 weeks of this decision delivery, the one to be appealed by the corresponding worker. The Board will also accept the complaints raised against the CWS ANB Certification Authority.

The registered address is:

Česká svářečská společnost ANB

Předseda certifikační rady

Velfíkova 4

160 00 PRAHA 6

2. If an applicant is going to raise an objection against the decision not to award a Diploma, Certificate, issued by the Certification Authority Head, he must at the same time pay down the security amounting to CZK 10.000.-. Should the objection be recognised as justified, the security will remitted back, but otherwise it might be used as compensation for the operating costs incurred in connection with the objection.

3. **Apeals**

Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant.

The ANB shall acknowledge receipt of the appeal and shall provide the appellant with progress reportsand the outcome. The CWS ANB shall give formal notice to the appellant of the end of the appeals-handling process.

Should a candidate wish to of dealing with an appeal against the results of an examination or certification evaluation, he/she shall apply to the CWS ANB within four weeks of receiving his results. All such appeals shall be heard and will be conducted by an “Appeals Panel” consisting of at least two persons: one of whom may be the Chairman of the Examination Board(s), but at least one other shall not have participated in the examination.

The result of the appeal shall be communicated within two weeks of the appeal hearing.

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4. **Complaints**

The procedures treat all parties fairly and equitably.

• an outline of the process for receiving, validating, investigating the complaint and deciding what actions are to be taken in response to it;

• tracking and recording complaints, including actions undertaken in response to them;

• ensuring that, if applicable, appropriate corrections and corrective actions are taken.

* Upon receipt of a complaint, the CWS ANB confirm whether the complaint relates to qualification or to certification activities for which it is responsible and, if so, shall respond accordingly. Whenever possible, the ANB shall acknowledge receipt of the complaint and shall provide the complainant with progress reports and the outcome.
* The CWS ANB receiving the complaint is responsible for gathering and verifying all necessary information to validate the complaint.
* Whenever possible, the CWS ANB give formal notice of the end of the complaints handling process to the complainant.
* Any substantiated complaint about a qualified or certified person is also be referred by the CWS ANB to the qualified or certified person in question at an appropriate time.
* The complaints-handling process shall be subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.