

# **GLOBAL**

**PERSONNEL CERTIFICATION SCHEME**

**CERTIFICATION PROGRAM  
COMPLAINT AND APPEAL**



Upon receiving a complaint GLOBAL readily acknowledges receipt and deepens the analysis of information in order to validate the claim, even if the complaint is related to the responsibility of GLOBAL activities. Whenever possible and relevant GLOBAL keeps the complainant informed of the progress of the analysis of the complaint.

Treatment of validated complaint is made by GLOBAL promoting the formal record of the complaint as a nonconformance and taking corrective action within a period compatible with the severity of the complaint.

Upon completion of the assessment process of the complaint, GLOBAL announces the conclusion of the process to the complainant, with an analysis of what will be communicated decided by the Technical Manager, when he is not involved in the complaint, or by the President of GLOBAL. In the communication to the complainant are taken into account the criteria for confidentiality and legal requirements.

When the complaint is substantiated against a certified person, the person is informed of the complaint in due course. The person involved is also heard in the data collection process.

All participants in Exams of GLOBAL are informed by the Competence Centers and by Examiners of their right to make a complaint or an appeal. The process of complaint and appeal is informed as well as the obligation of GLOBAL to notify each complainant or appellant in writing of the result. The right to appeal to the applicable accreditation body, is also informed.

Appeals against relevant decisions of the certification process are received, registered and immediately forwarded to the President of GLOBAL. Taking into consideration the Appeal, the President of GLOBAL promotes a preliminary assessment, listening to stakeholders and those involved in the Appeal, including the appellant and Competence Committee.

The President of GLOBAL, based on the information collected, including those relevant to the case and considering the occurrence of previous similar situations, decides to send the Appeal and the records to the Competence Committee or to open an internal investigation. At the end, the President should decide and recommend action to be taken immediately.

The Competence Committee, forum with a broad representation of stakeholders promoting the Certification Program, takes into account all the criteria of impartiality when investigating an Appeal, even those relating to employees GLOBAL, including the Technical Manager, who secretariat the Committee. The Competence Committee takes into account also the impartiality of Competence Centers, Examiners and Exams related to the appellant or as to any other previous involvement that may affect the impartiality required in the analysis of the Appeal.

All stages of the Appeal process are documented, including record keeping of information and answers to the appellant and the corrections and corrective actions taken. When necessary or appropriate, the appellant is required to submit documents and other items deemed relevant to the case. The conclusion of the Appeal to the appellant is informed by the President of GLOBAL, including evidence that substantiated the decision on Appeal, considered here the statutory and regulatory requirements and confidentiality required in the performance of activities of GLOBAL.

Appeals are handled in a constructive manner and are understood by GLOBAL or as opportunities to clarify the details of appellant's certification or to make improvements in the internal processes. The submission, investigation and decision on appeals do not result in any discriminatory actions against the appellant and are handled in a timely manner with ample information to all involved, including the appellant.

Appeals may constitute a source of information regarding possible nonconformance. Upon receiving an appeal GLOBAL analyzes should file a nonconformance and take appropriate corrective action.

The possibility to Appeal and the Appeal process is made public by inclusion in the Certification Program, which are disclosed publicly and indicates its stages and forms of referral. The Certification Program is a public document widely publicized by GLOBAL.