1. Appeals

1.1. Written appeals with respect to any decision or action taken during the accreditation process shall be submitted to ANAB using the ANAB Appeal Form (FM 6001) within 30 days of the action or decision.

1.1.1. The appeal shall clearly state why the customer does not agree with a nonconformance and/or accreditation decision.

1.1.2. The customer making the appeal (appellant) shall provide any information and other appropriate documentation to support its view.

1.1.3. When a customer appeals an ANAB invoice, the customer shall pay the invoice in full prior to the due date to avoid suspension or cessation of the accreditation process. If the decision is in favor of the appellant, ANAB will issue a credit or refund.

1.2. The ANAB appeal process has two levels: Level 1 appeals are evaluated by a panel of ANAB staff and/or accreditation assessors and level 2 by members of the Accreditation Council (AC).

1.3. Level 1 appeals are vetted by a panel of three consisting of ANAB staff and/or accreditation assessors who have no conflicts of interest (i.e., not involved in the assessment) and have knowledge relevant to the subject of the appeal. This is normally the level applied to any appeal of a nonconformity or invoice. When appealing an invoice, judgment will be considered final as a result of the Level 1 appeal decision.

1.4. Level 2 appeals are vetted by members of the AC who have no conflicts of interest and have knowledge relevant to the subject of the appeal. This is the first and only level for any appeal of an accreditation decision. It is also the second level of appeal if either party (the appellant or ANAB) is not satisfied with the decision made by the level 1 appeal panel.

1.5. Level 2 appeal panels consist of at least three members of the AC, with one member appointed as Chair. The appellant shall be informed of the members of the panel and have an opportunity to object to the selections. If the appellant objects to the selection, the appellant shall submit in writing appropriate information supporting the objection.

1.5. Appeals are not legal proceedings and, therefore, legal counsel will not be permitted to make arguments or ask questions. If the appellant intends to have legal counsel present during the proceeding, the appellant shall notify ANAB at least 10 calendar days in advance to ensure sufficient notice to arrange for ANAB legal counsel to be present. The cost of ANAB legal counsel will be invoiced to the appellant.

1.6. Level 2 appeal proceedings are conducted remotely and proceed as follows:

- Introductions
- Presentation by the appellant, limited to 30 minutes
- Presentation by ANAB, limited to 30 minutes
- Rebuttals, limited to 10 minutes for each party
- Questions from the appeal panel
- Closing at which the chair of the panel shall:
- Make a statement of the expected time frame for communication of the final decision (normally not to exceed two weeks) and
- Dismiss the parties.

1.7. Following the level 2 appeal proceeding, the panel members may deliberate without any involvement by ANAB or the appellant.

1.8. The Appeals Panel will formally communicate the decision to ANAB and to the appellant in writing.

1.9. ANAB shall make every effort to have the appeal evaluated within 60 days.

2. Complaints

2.1. A description of the ANAB complaints process and the form for lodging a complaint can be found on the ANAB website at https://www.anab.org/complaintprocess.