



## Instructions for appeals and complaints process

### Definitions and abbreviations

- Appeal:
- (i) Re-evaluation of an examination (To Examination Committee)
  - (ii) Reconsidering certification decision (To TAC)
- Complaint:
- (i) Criticism of certification procedure of CBNDT-Sri Lanka and/or
  - (ii) Criticism of examination procedure of CBNDT Examination Committee or
  - (iii) Criticism of a Certification Scope of a certificate holder

#### 1. Appeal

- 1.1. All appeals must be made in writing and should be similarly acknowledged.
- 1.2. Submission, investigation and decision on appeals does not result in any discriminatory actions against the appellant.
- 1.3. Appeals may be made against a decision taken by Technical Advisory Committee of CBNDT not to award a certificate, to withdraw or cancel a certificate, or not to renew a certificate.
- 1.4. Any candidate has the right to make an appeal to review any of his/her answer script related to NDT Examination.
- 1.5. A duly completed appeal form has to be submitted (registered post or by hand) to the Director General of SLAEB within 30 days from release of examination results (ref. Appeal Form – Certification CBNDT/FRM/APP).
- 1.6. Appeals against final results are only possible within 3 months after the publication of results, although it is prudent to keep all records for two years.
- 1.7. The appeal will put before an appeal panel.
- 1.8. The CBNDT give formal notice to the appellant of the end of the appeals-handling process.

#### 2. Complaint

- 2.1. All complaints must be made in writing and should be similarly acknowledged (ref. Complaint Form CBNDT/FRM/COM). Verbal complaints are not accepted.
- 2.2. Any personnel has the right to make complaints on matters related to NDT certification process.
- 2.3. Complaints may be made by any individual (certificate holder, certificate holder's employer, or client of employer) against the Certification procedure, examination procedure, or a CBNDT certificate holder.
- 2.4. A written complaint has to be submitted (registered post or by hand) to the Chairman of SLAEB/Director General of SLAEB.
- 2.5. Ordinarily, complaints are handled by correspondence with the complainant who may submit written representations, and attendance in person, before the complaints panel that may be arranged only if special circumstances prevail (as judged by the Panel).
- 2.6. The Director General of SLAEB deals with complaints without recourse to committee. Where this is not possible, or where the complainant or appellant insists, the matter will put before a complaint panel appointed by Chairman of SLAEB.
- 2.7. The appointed panel will meet and review all relevant material within 42 days of receipt of a written complaint or appeal and decide upon action to be taken by the Chairman of TAC.

Certification Body for Non Destructive Testing - Sri Lanka		
Title: Instructions for appeals and complaints process		Doc No: CBNDT/INF/ACP
Date of Rev: 25-11-2016	Rev No : 0	Page : 1 of 1