



Title: Appeals

Approval: Executive Director – Mr R.J. van der Westhuizen

Purpose: This procedure has been established in accordance with the requirements of ISO/IEC 17020:2012 to define and document the processes to receive, evaluate and make decisions on appeals. This documented process is also available to any interested party upon request. **Or** This documented process is also publicly available to any interested party on the SAMIC website.

Introduction

An appeal is defined in ISO/IEC 17021:2010 as a request by the provider of the item of inspection to the inspection body, for reconsideration by that body of a decision it has made relating to that item. Within the remit of the SAMIC operations, appeals could arise, *inter alia*, from abattoir management, classification service providers, farmers or retailers.

Receiving of an appeal

When an appeal is received by SAMIC:

- SAMIC confirms that the appeal relates to the activities for which it is responsible
- The appeal shall be recorded on the declaration of appeal form (form MCSCQA/029) (*this form should reference the name and place of business of any person raising the appeal, the subject matter of the appeal, a clear and concise description of the issues of fact surrounding the appeal, the mitigating circumstances in support of why the decision should be reconsidered and the expected outcome*).
- SAMIC acknowledges receipt of the Appeal in writing
- The appeal form is forwarded to the SAMIC Executive Director who will convene a meeting of the SAMIC appeals committee to investigate the appeal. In the case that the Executive Director was involved in the original inspection activities relevant to the appeal the Deputy Director will convene a meeting of the appeals committee.

Monitoring of the appeal

- Once the appeal has been received it shall be entered into the SAMIC corrective action system to ensure tracking and recording.

Appeals Committee

- The Appeals Committee will consist of the Executive Director or deputy, a Regional Auditor/Inspector who was not involved in the original inspection/ audit under appeal and the Quality Control Manager (in cases of Quality Indications related appeals). In all cases the appeals committee will consist of personnel not involved or the subject of the appeal.
- The Appeals Committee will be convened to consider the appeal and will decide if a re-inspection/ re-audit will be required.
- When necessary, SAMIC will provide the complainant with a progress report on the investigation of the complaint.
- The re-inspection/ re-audit, when necessary, will be conducted by the Appeals Committee. The appellant is responsible for all costs (including inspection/ audit, travel expenses as well as accommodation expenses if necessary for the appeals committee) in accordance with section 10 of the Agricultural Product Standards Act 119 of 1990.
- The outcome of the re-inspection/ re-audit shall be final and binding and the appellant will be formally notified of the outcome and the end of the appeal process.
- The investigation and decision on the appeal shall not result on any discriminatory actions

Required corrective action

SAMIC shall be responsible for any corrective action required as a result of the appeal. Corrective action shall be monitored in accordance with Q004 – corrective action