



INTERNATIONAL COMMITTEE FOR
NON-DESTRUCTIVE TESTING

The World Organisation for NDT

ICNDT Operating Procedure OP24: Procedure for Complaints and Appeals relating to services provided by the ICNDT Certification Executive Committee

Executive Summary

This document is a strategic level Operating Procedure as defined in Operating Procedure OP 18 and is subject to approval by the ICNDT Executive Committee and the Policy & General Purposes Committee. The document describes the complaints and appeals procedure related to services provided by the ICNDT Certification Executive Committee, including the ICNDT Multilateral Recognition Agreement, the ICNDT Scheme for Conformity Assessment of NDT Personnel Certification Bodies and the Examination Question Bank.

Disclaimer

The ICNDT accepts no liability for:

- the use of certification awarded by any Personnel Certification Body registered under the ICNDT Multilateral Recognition Agreement. Note that, in accordance with ISO 9712 (*Non-destructive testing – Qualification and certification of NDT personnel*) the responsibility for the quality of non-destructive testing rests with the employer of the certificated person.
- the use of certification awarded by any Personnel Certification Body assessed by the ICNDT under the ICNDT Personnel Certification Body Conformity Assessment scheme.
- the use of the ICNDT Examination Question Bank by purchasing Personnel Certification Bodies.

Jurisdiction

All ICNDT business is subject to the jurisdiction of Austria.

Revision and Approval Status

Issue / Draft	Date	Details	Status / Approval
First issue	30/09/2015	Extracted from Appendix 3 of OP19 Issue 1	Approved by ICEC, WG1, PGP & GA

1. Scope

This Operating Procedure details the procedure to be followed by any party wishing to lodge a complaint regarding the operation of the ICNDT Multilateral Recognition Agreement, the ICNDT Scheme for Conformity Assessment of NDT Personnel Certification Bodies or the Examination Question Bank, or to appeal against a decision made by the ICNDT regarding any of these activities.

2. Abbreviations

EQB	Examination Question Bank
ICEC	ICNDT Certification Executive Committee
ICNDT	International Committee for Non-Destructive Testing
IEC	ICNDT Executive Committee
MRA	Multilateral Recognition Agreement
PCB	Personnel Certification Body

3. Definitions

A **Complaint** may be against:

- an organisation that is a signatory and party to the MRA;
- an NDT PCB registered under the MRA;
- a PCB holding an ICNDT certificate of conformity;
- the ICNDT for any other matter concerning ICEC business.

An **Appeal** may concern an ICNDT decision related to its MRA, PCB Conformity Assessment or EQB services.

4. Procedure

- 4.1. All complaints or appeals shall be addressed by email to the ICEC Secretary at icec-secretary@icndt.org with supporting verifiable documentary evidence in the form of email attachments. If a complaint refers specifically to actions of the ICEC Secretary it may be sent to the ICNDT Secretariat at icndt@bindt.org.
- 4.2. Verbal complaint or appeals will not be accepted.
- 4.3. Complaints or appeals may be made by any legitimate individual or organisation.
- 4.4. Receipt of any complaint or appeal shall be acknowledged by email.
- 4.5. The ICEC will initially attempt to deal with complaints and appeals directly. Where this is not possible or where the complaint or appeal concerns the ICEC itself, its members or secretariat, the matter will be referred to ICNDT IEC which shall constitute an impartial panel to deal with the case in a timely manner.
- 4.6. Ordinarily, complaints are handled by email correspondence with the complainant or appellant. Attendance in person by complainants or appellants at meetings dealing with their case will be allowed only if special circumstances prevail (as judged by the IEC).
- 4.7. The ICNDT committee or panel dealing with the case will ordinarily meet and review all relevant material within 90 days of receipt of a complaint or appeal and decide upon action

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to be taken by the committee secretary. Where circumstances warrant, an extraordinary meeting (physical or teleconference) may be convened to deal with a complaint or appeal.

5. Method of Working

- 5.1. No member of an ICNDT Committee having a direct interest in the case of complaint or appeal in hand shall contribute to the decision; that is, the committee shall be impartial.
- 5.2. Members of committees dealing with complaints or appeals are required to declare any interest they may have in the case under consideration.
- 5.3. The relevant ICNDT committee secretary will gather all necessary information from the parties concerned in order that the case can be fully assessed.
- 5.4. If an ordinary meeting of the relevant ICNDT committee is not scheduled within 90 days from receipt of the complaint, an extraordinary complaints or appeals panel meeting (physical or teleconference) shall be convened, with at least 28 clear days' notice, to consider the complaint.
- 5.5. The relevant ICNDT committee shall take into consideration all of the material submitted when reaching a decision. Where the committee is able to reach a decision, the committee secretary will implement the decision.
- 5.6. Where the complaint or appeal concerns the operation of or a decision taken by the ICEC, the committee secretary shall refer the matter to the IEC.
- 5.7. The decision of the ICEC in resolving a complaint may be the subject of an appeal to the IEC.
- 5.8. The decisions of the IEC are final.

6. Records

- 6.1. Full records of all complaints and appeals received, with documented records of the relevant committee meetings and correspondence shall be retained by the ICEC Secretary in secure and confidential conditions for not less than 5 (FIVE) years.
- 6.2. Confidential reports of complaints, appeals and outcomes dealt with by the ICEC shall be submitted for the information of the IEC, which shall be bound by and agree to conditions of confidentiality.