

# Conformity Assessment Body

# Appeals Policy

| VERSION | DATE RELEASED | APPROVED BY | AMENDMENT                                      |
|---------|---------------|-------------|--|
| 1       | Jan 2020      | Billy Dash  | Review   |
| 2       | Mar 2021      | Billy Dash  | Review – separate policies, update Entity name |
| 3       | July 2022     | Billy Dash  | Review   |
| 4       | July 2023     | Billy Dash  | Annual Review                                  |
| 5       | July 2024     | Billy Dash  | Annual Review                                  |
|         |               |             |  |

# Appeals Policy

ComplyNet Pty Ltd. (ComplyNet) encourages clients to notify ComplyNet management of any situation where they believe the decision made is not adequate, fair or correct. ComplyNet has established processes to manage appeal requests received.

Upon receipt of such notifications, either verbal or in writing, and whether explicitly labelled as an 'appeal' by the person/organisation notifying, ComplyNet will consider and treat the notification as an appeal.

Once an appeal has been requested, ComplyNet management will acknowledge the receipt and it will be recorded. An investigation will then occur with regular updates provided to the appellant. The investigation should aim to consider:

- The evidence that lead to the decision made.
- The perspectives of any individuals or teams involved.
- Any evidence or perspective provided by the appellant that may alter the decision made.
- The possible need for corrective action.

This investigation will be conducted in such a way that it avoids bias. As such, any individuals or teams involved in the initial decision will not be involved in the investigation or subsequent decision making. In addition, evidence relating to the appeal will aim to be collected from all relevant sources.

All evidence, outcomes and corrective actions stemming from the investigation will be recorded to avoid recurrence. Where possible and relevant, ComplyNet will provide the appellant will progress and outcomes of the investigation, including any corrective actions taken.

As far as reasonably possible, ComplyNet will keep information related to the appeal confidential.

ComplyNet considers appeal requests to be of the utmost importance. Should the appellant not be satisfied with the way the request was handled, or the subsequent decision, the appellant has the right to raise the outcome to a relevant third party (e.g. the relevant accreditation authority).



**Billy Dash**

Director / GM

July 2024