

Procedure for certification result appeal

1. Introduction

- 1.1. Company **A T G s.r.o.(ADVANCED TECHNOLOGY GROUP, spol.s r.o.)**, further only **ATG s.r.o.**, operates a certification body (**CB**) ATG CERT operating in accordance with requirements (ČSN EN ISO/IEC 17024:2013. Conformity assessment - General requirements for bodies operating certification of persons) according to independent qualification systems in accordance with the standards:
 - 1.1.1. (ČSN EN ISO 9712:2022. Non-destructive testing - Qualification and certification of NDT personnel)
 - 1.1.2. (ČSN ISO 20807:2015. Non-destructive testing - Qualification of personnel for limited application of non-destructive testing) and certification schemes
 - 1.1.3. (ATG G19-32.1. G19-32.1 Qualification and certification system for NDT personnel according to ISO 9712)
 - 1.1.4. (ATG G19-32.2. Visual testing of production processes)
 - 1.1.5. (ATG G19-32.3. Qualification and certification system - limited certification for NDT personnel according to ISO 20807)
- 1.2. The aim of this procedure is **to ensure the administration of a uniform, impartial, unbiased, and transparent method of filing and subsequently resolving appeals** submitted by participants in the certification process.
 - 1.2.1. The submission of an appeal, its subsequent investigation, and the resulting determination shall not lead to any discriminatory measures against the appellant by the relevant CB to which the appeal is directed.
- 1.3. An appeal is understood to be an expression of complaint about the decision about certification by a participant of the certification process to the relevant CB, which the appellant expects to be reviewed.
- 1.4. This procedure addresses appeals against decisions of ATG s.r.o.'s certification body ATG CERT. Appeals against partner certification bodies shall be addressed directly to the relevant certification bodies in accordance with their appeal procedures.
 - 1.4.1. Complaints about the qualification or certification process shall be addressed to the relevant training and examination centers or certification body on the Complaint Form (for complaints against ATG s.r.o bodies, document F19-33).
- 1.5. Result of an appeal is final, it is not possible to appeal to the result of a previous appeal.

2. Procedure

- 2.1. Appeals shall be delivered in writing on a designated form as a hard copy to the address **of ATG s.r.o.; Toužimská 771, 19902 Prague 9 – Letňany, Czech Republic**. It will then be forwarded to the head of the ATG CERT, which is attached to this document or is available on request from the head of the ATG CERT.
- 2.2. The receptionist is responsible for receiving appeals addressed to the management of ATG CERT and forwarding the letter of appeal to the head of ATG CERT. Only appeals submitted by post or in person in accordance with paragraph 2.1 will be processed.
 - 2.2.1. A period of 14 calendar days from the date of delivery is set for the commencement of the appeal resolution process and response to the appellant.
- 2.3. The appellant shall be continually informed about the progress of the handling of their appeal.
- 2.4. Appeals are always handled by an impartial employee, i.e., an employee who did not participate in the certification process in the relevant case. This employee shall:
 - 2.4.1. Carry out the administrative task of informing the appellant about the receipt of their appeal and the expected date of their response without undue delay.
 - 2.4.2. Request and compile all relevant documents (appeal record, records and documentation relating to the contract, confirmation of training completion, examination report, experience logbook, education attained, and suitable vision acuity etc.) and then the relevant employee's position on the appeal.
 - 2.4.3. Review the documentation and assess the merit of the appeal. If the cause of the appeal is related to the AQB / EC, TC or CB's quality system, they will take corrective action in concert with the quality manager.
 - 2.4.4. Propose a solution or justification for rejection of the appeal.

3. Attachments

- 3.1. Appendix A – Appeal form

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Advanced Technology Group s.r.o.



A. Appeal Form

A1. Appeal

A1.1. To be completed by the appellant

Name and surname		Date and signature
Company		
Contact address		
Email		

A2. Application for Certification

A2.1. To be completed by the appellant

A2.2. Provide information about the application for certification, against which you submit the appeal

Scheme	<input type="checkbox"/> (ATG G19-32.1. G19-32.1 Qualification and certification system for NDT personnel according to ISO 9712) <input type="checkbox"/> (ATG G19-32.2. Visual testing of production processes) <input type="checkbox"/> (ATG G19-32.3. Qualification and certification system - limited certification for NDT personnel according to ISO 20807)		
Method		Level	
Sector		Date of application	

Statement of the appellant on the certification, specifying the data and opinions against which they appeal

Attachments

A3. Appeal Handling Process

A3.1. To be completed by the designated employee of ATG CERT

Action taken	Date	Name	Note
Appeal received			
Assessment of the appeal			
Review			
Information for the appellant			
Corrective actions			
CA verification			
Appeal closed			

A4. Complaint Resolution

A4.1. To be completed by the designated employee of ATG CERT

A4.2. It is possible to assess more points of the qualification requirements

Qualification requirement	Documented IAW scheme requirements	Note
<input type="checkbox"/> Previous certification	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Education attained	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Vision acuity	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Completed training	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Passed examination	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Sufficient industrial experience	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Other	<input type="checkbox"/> YES <input type="checkbox"/> NO	

A5. Appeal Assessment and Decision

A5.1. To be completed by the assigned employee of ATG CERT

Legitimacy	<input type="checkbox"/> JUSTIFIED	<input type="checkbox"/> UNJUSTIFIED
Impact		

Decision on appeal	<input type="checkbox"/> ACCEPTED	<input type="checkbox"/> REJECTED
Description of corrective actions, resolution:		