



1 COMPLAINTS

I. Policies and objectives

It is the duty of the ABS-BVL that all external complaints and reports of internally identified discrepancies are recorded, investigated by the relevant staff and dealt with appropriately.

This is to ensure that any deficiencies in the quality management system applied or in the implementation of procedures are eliminated immediately.

II. Implementation and responsibilities

All complaints or suspicions of failures relating to the Quality Management Systems shall be dealt with in accordance with Procedures 16.11 (Registration of complaints) and 16.16 (Handling of complaints).

This procedure provides for all cases to be noted (16.16), recorded and investigated by the Director. Relevant actions include a formal response to the complainant and, through analysis of the results of the investigation, adjustments are made to the relevant systems and/or procedures where necessary.

Final responsibility for investigation, handling and response to the complainant of all complaints lies with the Director.

2 Treatment of complaints

A register of complaints will be maintained by the secretariat.

The Director shall investigate complaints submitted to him. The result of his investigation is communicated to the complainant in writing with reasons. He bears final responsibility for handling the complaint.

Anonymous complaints are investigated only on substance and the diploma holder concerned is informed without any further action being taken for him.

The complaints may be of a technical nature, deal with the conduct of the diploma holder, involve deception of third parties or inappropriate publicity.

The diploma holder concerned can submit their comments orally and in writing to the Director. The possibility of transmitting complaints is also indicated on the BVL website.

It then examines all the details and defences of the diploma holder concerned and decides on the action to be taken on the complaint.

COMPLAINTS AND APPEALS BOARD



The complaints committee should hear the degree holder who may be assisted by one more counsellors of his/her choice.

If the complaints committee finds the complaint justified and imposes a sanction, the person concerned may appeal to an independent appeals committee. The appeal has a suspensive effect but must be heard within the two-month period.

The result of the complaint will be added to the person's file.

Final responsibility for all complaints in terms of investigation, handling and response to the complainant lies with the Director.

3 APPEALS

I. Policies and objectives

It is the policy of the BVL to allow appeals from candidates to be heard and examined, therefore a system has been established for recording and processing them.

The objectives are to have a clear procedure available to candidates who submit appeals, and then to ensure that they are dealt with appropriately and that the outcome is recorded and communicated to the candidate.

4 Appeals Procedure

The appellant shall submit a notice of appeal by registered letter to the Daily Board within four weeks after the judgment, measure or decision to be challenged has been served on the appellant.

Together with the petition, a deposit is transferred, the amount of which is determined annually by the BO(Advisory Board). The BO(Advisory Board) acknowledges receipt of the petition and the deposit and thereupon composes an independent Appeals Committee. The Appeals Committee notifies the appellant of the affected decision with a copy to the BO(Advisory Board) within the period of one month. This period may be extended by the Appeals Committee. The Appeals Committee determines the amount of the costs of the proceedings. These are offset against the deposit.