

National Laboratory Association – South Africa NPC

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Reg. No: 1994/002856/08

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NLA – SA Certification of Persons Schemes

Complaints and Appeals Process

Appeals

Any applicant or certified person may appeal a decision made by the NLA – SA that adversely affects his or her certification.

How to appeal

An appeal must be made in writing and addressed to the NLA – SA Executive Director or the Certification of Persons Scheme Administrator. Preferably the appeal must reach the NLA – SA within one calendar month (30 days) of the event that led to the appeal.

Submission of the appeal may be via post, delivery or email (steves@nla.org.za or metcert@nla.org.za or carinnej@nla.org.za)

Information required

- Clearly state which decision you are appealing
- Clearly explain your reasons for appealing the decision
- Where possible, include evidence to support your appeal
- State the outcome you are seeking

How your appeal is considered

The Executive Director, Certification of Persons Scheme Administrator or an appointed competent person that is not directly involved in the subject matter of the appeal will consider whether you have a case that merits further consideration. The appeal can be rejected at this stage.

If your appeal has merit, it will be investigated further and the outcome of the investigation communicated to you by the Executive Director or Certification of Persons Scheme Administrator. Where reasonably possible, an appeal will be resolved within one calendar month (30 days) of receipt of the appeal. Where not possible, the Scheme Administrator or Executive Director will regularly liaise with you regarding the status of your appeal.

Complaints

The NLA – SA understands the link between complaint resolution and customer satisfaction and considers complaints as opportunities for improvement.

How to complain

Any dissatisfaction with the certification activities of the NLA – SA or with the activities of a person certified by the NLA – SA should preferably be made in writing and addressed to the NLA – SA Executive Director or the Certification of Persons Scheme Administrator. The complaint must reach the NLA – SA within 7 days of the event that led to the complaint.

Submission of the complaint may be via post, delivery or email to the addresses provided above (refer **How to appeal**).

Complaints are handled in a similar manner to appeals.