



Appeals and Complaints Handling by ANB-India

1 Purpose and Applicability

This procedure sets out the methodology for the handling of appeals or complaints made against (i) ANB Approved Training Bodies (ATB), (ii) ANB-India, (iii) any individual members of ANB, (iv) the IIW qualification system, and (v) complaints against diploma holders.

2 Responsibilities

The ANB Executive Council (EC) and the ANB CEO/ shall be responsible for the resolution of all appeals and complaints. The CEO/ shall be responsible to address all first level complaints and coordinate escalated appeals or complains with the EC. The ANB Advisory Board shall be consulted regarding any complaints against diploma holders for resolution of the issues.

3 Appeals and Complaints Handling Procedure

3.1 Registration of appeals and complaints

- Personnel with qualification for welding Coordination (IWCP) or International Welder (IW) Candidates or any stake holders of ANB-India, related to the qualification process, may raise an appeal or make a complaint on any issues they feel relevant, but limited to qualification matters only.
- If any candidate wants to appeal against his/her examination result, he/she is required to apply to the ANB management within four weeks of declaration of results in writing.
- Complaint may be lodged against diploma holder for misuse or misrepresentation of their diploma qualification.
- All appeals and complaints received shall be logged with necessary details by ANB Secretariat. The ANB Secretariat shall acknowledge the complaint/appeal within seven working days of receiving the same.

3.2 Resolution of Appeals/Complaints

- The CEO shall generally act to resolve all first level appeals/complaints within the scope of the procedure.
- If the appellant is not satisfied with CEO's resolution, he/she may request over email for further review/action.
- The Chairman of EC shall make all attempts to resolve the appeal as early as possible. He will form an Appeal Panel (for Appeals) or Working Group (for complaints) from the EC members or else, not connected with ANB qualification process for investigation and resolution of the issue.
- Post investigation the Appeal Panel/ Working Group shall submit a report to Chairman EC indicating whether the appeal/complaint is justified and suggest possible resolutions. If it is not justified, the CEO on behalf of Chairman-EC shall inform the appellant/complainant about the same.
- After hearing the details of justified cases, Chairman EC shall give a final decision on behalf of EC. CEO on behalf of Chairman EC shall convey CEO on behalf of the same to the appellant/complainant within two weeks of appeal/complaint hearing.
- With regards to complaint against diploma holders, Chairman EC shall seek advice from the Advisory Board (AB) for resolution. In such cases AB shall review the case and Chairman AB shall recommend to EC for making the final decision based on their findings. After getting the decision from Chairman EC, CEO shall communicate the same to the diploma holder within two weeks of hearing date.
- ANB Secretariat shall update the respective log records. CEO shall report the summary of resolution of appeals and complaints in the Management Review (MR) Meeting.

References

ANB OP-7: Appeals and Complaints Handling

Note: The procedure is aligned to the latest applicable IIW IAB Rules and Guidelines.
