

CERTIFICATION APPEALS POLICY



Policy Number	BUS213	Version	1
		Approved by Board on	11 November 2018
Responsible Person	Chair	Scheduled review date	November 2021

1. INTRODUCTION

This policy applies to all appeals received against any certification-related decisions made by WIOA as the Certifying Body under the Certification Framework (*currently the Water Industry Operator Certification Framework 2018: Drinking Water, Wastewater, Recycled Water*).

2. PURPOSE

The Certification Appeals Policy has been established to ensure applicants have any concerns relating to the handling of their application for certification addressed as quickly as possible, provided that the appeal is based on one or more of the following grounds:

- the Certification decision is incorrect
- the Certification decision is not based on all available evidence
- the correct procedure for evidence gathering or validation has not been followed
- there are special circumstances that should have been taken into consideration during assessment or decision making.

3. POLICY

- All actions under this policy are to be based on values that are underpinned by principles of mutual respect and procedural fairness for and by all applicants involved in the certification process.
- WIOA will deal with the matter as expeditiously as possible, consistent with the need to act fairly.
- It is the responsibility of the applicant to fully state their grounds for an appeal and to provide copies of all relevant evidence with any application for appeal.
- In any discussions or interviews in which an applicant participates during the appeal process under this policy, the applicant may be accompanied by a person they have designated as their support person.
- At any time during the process the Applicant may withdraw an application, by notice in writing to the WIOA Managing Director.
- All formal communications related to an appeals process will be in writing.

4. AUTHORISATION

A handwritten signature in black ink, appearing to read 'Jim Martin', with a vertical line extending downwards from the end of the signature.

Jim Martin
Chair

11 / 11 / 2018
Water Industry Operators Association of Australia