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**DIFFUSION:**

The most recent version of this document is available in “CFPC-CERTIFICATION” module, tab “Espace bureau” reachable from the Cathodic protection website (<http://www.protectioncathodique.net>).

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5	Addition of the definition of “complaint”	JM. FOUREZ	D.COPIN	M.ROCHE	18/03/2013	18/03/2013
6	Transposition EN 17024 - 2012	JM. FOUREZ	D.COPIN	M.ROCHE	4/09/2014	26/09/2014
7	Adaptation to EN ISO 15257 : 2017 standard	JM FOUREZ	JC HOURRIEZ	M. ROCHE	22/002/2018	22/02/2018
8	Consideration of new organization	JM. FOUREZ	M. ROCHE	JC HOURRIEZ	28/01/2019	28/01/2019

## **1. Scope**

This procedure describes the rules of processing claims and appeals which can be filed during the certification of a person in cathodic protection or following a penalty that any certified person can incur in case of breach or a fault within his professional activities related to the tasks covered by the certification.

## **2. Field of application**

This procedure concerns all the applying or certified persons.

The claims and appeals can concern:

- an application rejection
- a certification examination, a resit examination or a re-certification failure
- a penalty incurred after a fault or a breach.

The claims and appeals process is the responsibility of the CFPC Board.

## **3. Reference documents**

- NF EN ISO/CEI 17024 version 12: Conformity assessment - General requirements for bodies operating certification for persons.
- NF EN ISO 15257: 2017: Cathodic protection — Competence levels of cathodic protection persons — Basis for a certification
- CFPC Quality manual.
- CFPC procedure PR/1000: "Conditions of allocation of certification (initial certification, renewal and re-certification)".
- CFPC procedure PR/5000: "Certification process - Initial certification, renewal and re-certification".

## **4. Definitions**

Penalty: warning, downgrading or cancellation of the certification of a person certified in cathodic protection when the CFPC Board is aware, through a written and argued document, of notorious insufficiencies or faults during his activities.

Complaint: expression of dissatisfaction, apart an appeal, emitted by a person or an organization to CFPC, concerning the activities of this organization or a certified person, for which an answer is expected.

Appeal: Demand of an applicant, a candidate or a certified person to reconsider any decision made by the certification body about the concerned certification.

## **5. Rejection of an application form**

Any applying person who does not meet the conditions of admissibility described in the procedure "Conditions of allocation of certification – initial certification, renewal and re-certification" (PR/1000) will see his application file rejected by the concerned Sectoral Committee. This decision is transmitted by the Sectoral Committee to the applying person.

The applying person can point out his disagreement towards CFPC through a complaint or an appeal within 30 days maximum after the receipt of the decision.

The arguments of his disagreement must be written and sent with all the justifying documents required by CFPC

CFPC will acknowledge receipt to the candidate, of his or arguments, by electronic mail.

The CFPC Board examines, within 2 months, the arguments of the disagreement and gives its decision by registered mail with acknowledgement of receipt to the applying person. In case of vote, the president or his representative has a casting vote. This decision is irrevocable with no other possible complaint or appeal.

The composition of the CFPC Board will take into account the persons who could be involved in the disagreement reason. These persons will not be able to participate in the decision-making of the CFPC Board.

Information is given at the meeting of the Certification Scheme Committee which takes place at least once a year.

A register of appeals and complaints is maintained by CFPC (BC/DE/2001). This document is the responsibility of CFPC leader.

## **6. Failure at the initial, renewal certification examination or at the re-certification examination**

After an examination or an evaluation, any failure is notified by e-mail to the candidate by The CFPC Board with justifying reasons.

The candidate can point out his disagreement towards CFPC through a complaint or an appeal within 30 days maximum after the receipt of the decision.

The arguments of his disagreement must be written and sent with all the justifying documents required by CFPC

CFPC will acknowledge receipt to the candidate, of his or her arguments, by electronic mail.

The CFPC Board examines, within 2 months, the arguments of the disagreement and gives its decision which will be sent by registered mail with acknowledgement of receipt to the applying person. In case of vote, the vote of the president or of his representative is dominant. This decision is irrevocable with no further possible complaint or appeal.

The composition of the CFPC Board will take into account the persons who could be involved in the disagreement reason. These persons will not be able to participate in the decision-making of the CFPC Board.

Information is given during the meeting of the Certification Scheme Committee which meets at least once a year.

Claims and appeals records are updated by CFPC (DE/2001). This document is the responsibility of the CFPC leader.

## **7. Fraud during the initial, renewal certification examination or at the re-certification examination**

Each candidate, agrees during the examination, not to commit fraudulent acts or being accomplice in such an act and not to keep or disclose confidential documents. This non-commitment will lead to the exclusion of the rest of the tests and / or penalties.

## **8. Penalties**

When the CFPC Board learns (in a written and argued way) about notorious insufficiencies during the functions of a certified person in cathodic protection or when the conditions of use of the name « CEFACOR CERTIFICATION – Protection Cathodique » or the code of ethics are not observed, it

examines the case and if the case is confirmed, it informs the involved person by registered mail with acknowledgement of receipt. The person has one month after reception of this mail to assert his observations in writing.

The CFPC Board has the possibility to carry out an investigation for further information.

Any decision concerning the case is made by the CFPC Board during a meeting where the involved person can express his views.

This decision is notified by registered mail to the involved person who has another month for filing an appeal.

The final decision, made within a period lower than two months, is then irrevocable. In case of vote, the the president or his representative has a casting vote. It is notified by registered mail to the involved person.

The withdrawal of the right to use the "CEFRACOR CERTIFICATION - Cathodic Protection" certification is defined in the procedure PR / 4000 "Right to use the Mark"

Sanctions can range from a simple reminder of doctrines to the removal of certification for a minimum of 1 year.

Information is given during the meeting of the Certification Scheme Committee which meets at least once a year.