



Appeals against Certification Body decisions

1. An Organisation can appeal against decisions of a CB within 15 days of receipt of formal notice of the decision. The appeal shall state which decision is contested, detailed reasons why the organisation objects and what it thinks should be the correct decision.
2. The CB shall respond within 7 days of receipt of the appeal, replying in detail to the concerns of the organisation and either confirm or revoke the contested decision.
3. If the organisation is not satisfied it should engage in further rounds of trying to resolve the issue directly with the CB.
4. Any appeals will be logged with the trustea secretariat. Both the appealing organisation and the CB have a duty to inform the secretariat, which issues a case number and will log all related correspondence. All correspondence in the matter from both the appealing organisation and the CB shall be in writing (or confirmed in writing if verbal) and copied to the trustea Secretariat by post or e-mail to
5. If either party feels that the issue cannot be resolved bilaterally, or cannot be resolved within an acceptable time, the party may escalate the matter to the trustea Secretariat. The trustea Secretariat will review the case, hearing both sides, and make a final and binding decision within one month. The Secretariat reserves the right to pass on the cost of such a review by the trustea Secretariat (time, travel to the field and other expenses) to one or both of the parties, at a level and split at its discretion.
6. An appeals procedure is a mandatory component of the contract between organisations and CBs. The appeals procedure must be in line with the above generic framework.

Please mail support@trustea.org for further query.