

# ADMIN 3.1

## Product Appeals Process

- Version 4



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05 January 2018

# DOCUMENT CONTROL

## Identification

Document Title	Number	Version	Date
Appeals Process	ADMIN 3.1	1	23/11/2007
Appeals Process	ADMIN 3.1	2	30/10/2009
Appeals Process	ADMIN 3.1	3	27/08/2012
Product Appeals Process	ADMIN 3.1	4	05/01/2018

## Document History

Publication Version	Effective Date	Page(s) Affected	Changes
1	23/11/2007	All	Document Creation
2	30/10/2009	All	Review and Update
3	27/08/2012	All	Review and Update
4	05/01/2018	All	Review and Update

# Product Appeals Process

## 1 Purpose

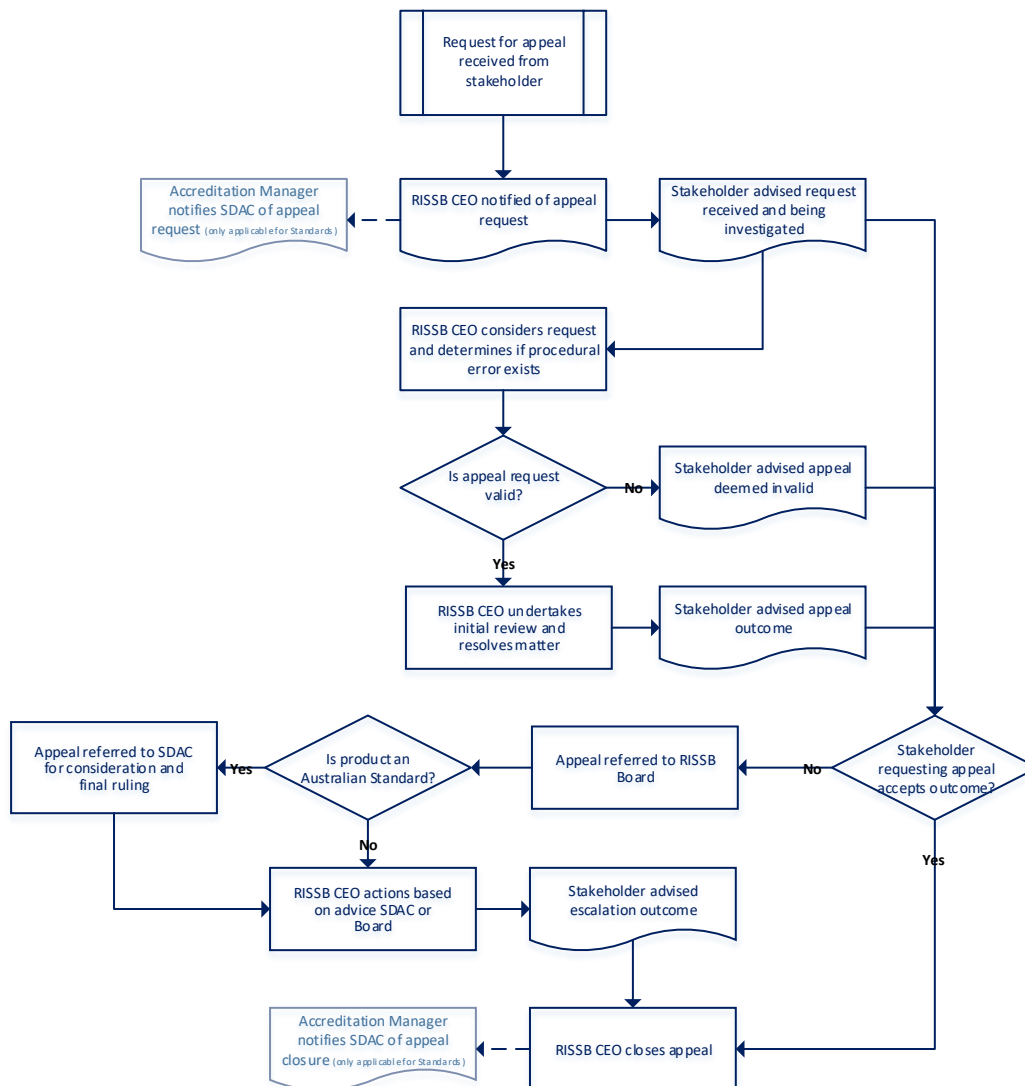
The purpose of this document is to set out the details of the Appeals Process as it relates to RISSB product development.

Where a stakeholder believes a RISSB outcome or decision was procedurally in error and/or did not follow correct process; stakeholders may seek a decision be reviewed and/or overturned by way of appeal.

## 2 Process

The Appeals Process allows both public and industry stakeholders to appeal against the process stage of the RISSB Quality Management System used to develop products released by RISSB. This process is outlined in Figure 1 below.

Figure 1. RISSB Product Appeals Process



Anyone may lodge a formal objection against the process RISSB utilises to develop its products.

An appeal might be received through any RISSB staff member however any appeal must be in writing and contain as a minimum –

- the contact details of the appeal applicant,
- identification of the RISSB product subject to the appeal, and
- details / evidence to support why the applicant believes that a procedural error may have occurred.

Upon receipt of an appeal, RISSB staff will notify RISSB CEO in writing by COB first working day after receipt.

The CEO is to provide the appeal applicant written advice that their appeal has been received by RISSB and is subject to the appeals process. Where the appeal relates to a RISSB developed Australian Standard, the CEO will also ensure SDAC (Standards Development Accreditation Committee) are notified. These notifications are to occur no later than 10 working days after appeal was first received.

If the CEO perceives the objection to be immaterial i.e. irrelevant, a notice of disallowance shall be issued to the applicant.

If the CEO deems the objection to be material i.e. pertinent, the CEO undertakes an initial review of the objection and attempts to resolve the matter. The review must be undertaken within 20 working days after the notification of the objector and SDAC.

The actions taken to resolve the issue are reported to the appeal applicant. If the objection is resolved to the satisfaction of the applicant the appeal is deemed to be closed. Should the applicant not be satisfied with the outcome provided, the applicant may request an escalation to RISSB Board.

If escalated, The RISSB Board reviews details of the appeal and directs the CEO as to a response. The CEO will in turn advise the appeal applicant of the outcome.

Where the appeal relates to a RISSB Guideline, Rule, or Code of Practice, the RISSB Board decisions will be final. Where RISSB Board has provided an outcome, no further objection will be considered, and the appeal will be closed.

Where the appeal relates to an Australian Standard developed by RISSB, the applicant may request further escalation to the Standards Development and Accreditation Committee (SDAC) if they are dissatisfied with the RISSB Board decision. It should be noted that reviews by the SDAC will be final and will relate solely to ensuring that RISSB has followed due process in developing standards under its accreditation terms.