



Instructions for appeals and complaints process

1. Definitions and abbreviations

Appeal

- i. Re-evaluation of an examination (To Examination Committee)
- ii. Reconsidering certification decision (To TAC)

Complaint

- iii. Criticism of certification procedure of CU-NCBNDT and/or
- iv. Criticism of examination procedure of Examination Committee-NCBNDT or
- v. Criticism of a Certification Scope of a certificate holder

2. Appeal

Any applicant, candidate or certified person has the right to request for reconsideration of any adverse decision made by the NCBNDT related to his/her desired certification status.

- 2.1 All appeals shall be addressed to Chairman of TAC and must be made in writing and should be similarly acknowledged.
- 2.2 Submission, investigation and decision on appeals does not result in any discriminatory actions against the appellant.
- 2.3 Appeals may be made against a decision taken by Technical Advisory Committee of NCBNDT not to award a certificate, to withdraw or cancel a certificate, or not to renew a certificate.
- 2.4 Any candidate has the right to make an appeal to review any of his/her answer script related to NDT Examination or certification decision.
- 2.5 A duly completed appeal form has to be submitted (registered post or by hand) to the Director General of SLAEB within 3 months from release of examination results/certification decision (ref. Appeal Form – Certification NCBNDT/FRM/CU/APP).
- 2.6 Appellants should attached supporting documents where necessary. It is prudent to keep all records for two years.
- 2.7 The appeal will put before an appeal panel.
- 2.8 The NCBNDT give formal notice to the appellant of the end of the appeals-handling process.

3. Complaint

Any personnel has the right to make complaints on matters related to employee of NCBNDT staff/NDT certification process/examination process.

- 3.1 All complaints must be made in writing and should be similarly acknowledged. Verbal complaints are not accepted (ref: NCBNDT/FRM/CU/COM).
- 3.2 Complainants should attached supporting documents where necessary. It is prudent to keep all records for two years.
- 3.3 Any personnel has the right to make complaints on matters related to employee of NCBNDT staff/NDT certification process/examination process.
- 3.4 Complaints may be made by any individual (certificate holder, certificate holder's employer, or client of employer, etc.) against the certification procedure, examination procedure, or a NCBNDT certificate holder.
- 4.2.1. A written complaint has to be submitted (registered post or by hand) to the Chairman of SLAEB/Director General of SLAEB.
- 4.2.2. Whenever possible, with the directions of Chairman of TAC the certification unit gives formal notice of the end of the complaints handling process to the complainant.
- 4.2.3. Any substantiated complaint about a certified person is referred by the NCBNDT to the certified person in question at an appropriate time
- 4.2.4. The complaint handling process is subjected to requirements of confidentiality, as it relates to the complainant and to the subject of the complaint.

National Certification Body for Non Destructive Testing - Sri Lanka		
Title: Instructions for appeals and complaints process		Doc No: NCBNDT/INF/CU/ACP
Date of Rev: 01-01-2024	Rev No : 01	Page : 1 of 1