

## CP21 - COMPLAINTS AND APPEALS

### 1. Definitions

- Complaint: (i) criticism of PCN procedure and/or  
(ii) criticism of a PCN AQB or  
(iii) criticism of a PCN certificate holder
- Appeal: (i) against failure to certify

### 2. Information for complainants or appellants

- 2.1 All complaints or appeals must be made in writing and will be similarly acknowledged. Verbal complaints will not be accepted.
- 2.2 Complaints may be made by any individual (certificate holder, certificate holder's employer, or client of employer) against PCN, a PCN AQB, or a PCN certificate holder.
- 2.3 Appeals may be made against a decision taken by PCN not to award a certificate, to withdraw or cancel a certificate, or not to renew a certificate.
- 2.4 The PCN Scheme Manager will endeavor to deal with complaints and appeals without recourse to committee. Where this is not possible, or where the complainant or appellant insists, the matter will be put before a properly constituted panel.
- N.B. Ordinarily, complaints are handled by correspondence with the complainant/appellant who may submit written representations. However, attendance in person before the complaints and appeals panel may be arranged only if special circumstances prevail (as judged by the Panel).
- 2.5 The appointed Panel will meet and review all relevant material within 42 days of receipt of a written complaint or appeal and decide upon action to be taken by the Scheme Manager.
- 2.6 Where the Panel cannot, for whatever reason reach a decision, the matter will be referred to the PCN Management Committee or, in exceptional circumstances (as decided by the Management Committee) the PCN Governing Board.
- 2.7 The Constitution, Terms of Reference and Method of Working of a PCN Panel for Complaints and Appeals is attached.

Authorised for PCN



A .W. Lambie  
Scheme Manager

## **PCN COMPLAINTS AND APPEALS PANEL**

### **1. Constitution**

- 1.1 The PCN Complaints and Appeals Panel shall be constituted of not less than three ordinary members including the Scheme Manager, a member of the PCN Management Committee and one other to be concerned solely with the interests of the complainant or appellant. At least one member of the Panel will have technical expertise relevant to the complaint or appeal under consideration, e.g., for a complaint or appeal concerning a Radiation Protection Adviser, the Panel will include a certificated RPA member.
- 1.2 No person having a direct interest in the case of complaint or appeal in hand shall serve on the Panel. The Management Committee Member will chair the meeting of the Panel.

### **2. Terms of reference**

The Panel will be responsible to the PCN Management Committee for assessing individual cases of complaint or appeal.

### **3. Method of Working**

- 3.1 The Scheme Manager will gather all necessary information from the parties concerned in order that the case can be fully assessed by the Panel.
- 3.2 A meeting of the Panel shall be convened by the PCN Scheme Manager in writing, giving 21 clear days notice of the meeting (unless the case is to be dealt with at a scheduled PCN Management Committee meeting), which shall take place within 42 days of receipt of a complaint.
- 3.3 The Panel shall take into consideration all of the material submitted when reaching a decision. Where the Panel is able to reach a unanimous decision, the Scheme Manager will implement the decision and submit a brief report of the circumstances and decision to the next meeting of the PCN Management Committee.
- 3.4 If the decision of the Panel is not unanimous, it shall be referred to the next ordinary meeting of the PCN Management Committee which shall decide the case by majority decision.