

CP21Q - COMPLAINTS AND APPEALS RELATING TO QUALIFICATION OF NDT PERSONNEL FOR ULTRASONIC TESTING OF SHELL BOILERS

1. Definitions

- Complaint: (i) criticism of qualification procedure and/or
(ii) criticism of the test centre or
(iii) criticism of a qualification holder
- Appeal: (i) against failure to qualify

2. Information for complainants or appellants

- 2.1 All complaints or appeals must be made in writing, please use Annex A form below and will be similarly acknowledged. Verbal complaints will not be accepted.
- 2.2 Complaints may be made by any individual (qualification holder, qualification holder's employer, or client of employer) against BINDT, AMEC, or a qualification holder.
- 2.3 Appeals may be made against a decision taken by BINDT not to award a qualification, to withdraw or cancel a qualification, or not to renew a certificate.
- 2.4 The Head of Certification will endeavor to deal with complaints and appeals without resource to committee. Where this is not possible, or where the complainant or appellant insists, the matter will be put before a sub-committee set up by the Independent Qualification Governing Board (IQB, hereafter).
- 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 sub-committee may be arranged only if special circumstances prevail (as judged by the sub-committee).
- 2.5 Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant
- 2.6 Any substantiated complaint about a qualified person shall also be referred by BINDT to the qualified person in question at an appropriate time.
- 2.7 The appointed sub-committee 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 Head of Certification.
- 2.8 Where the sub-committee cannot, for whatever reason reach a decision, the matter will be referred to the IQB.
- 2.9 The Constitution, Terms of Reference and Method of Working of the IQB, is attached.

Authorised for PCN



Nicole Banks
Head of Certification

PCN COMPLAINTS AND APPEALS PANEL

1. Constitution

- 1.1 The Qualification of NDT personnel for Ultrasonic testing of shell boilers Complaints and Appeals sub-committee shall be constituted of not less than three ordinary members, at least one of which should be a SAFed member, the Head of Certification, and one other to be concerned solely with the interests of the complainant or appellant. At least one member of the sub-committee will have technical expertise relevant to the complaint or appeal under consideration.
- 1.2 No person having a direct interest in the case of complaint or appeal in hand shall serve on the sub-committee. The IQB member will chair the meeting of the sub-committee.

2. Terms of reference

The sub-committee will be responsible to the IQB for assessing individual cases of complaint or appeal.

3. Method of Working

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

Annex A

**This form is for initiating a formal complaint / appeal against an
Ultrasonic testing of shell boilers qualification holder, AMEC or BINDT**

All complaints or appeals must be made in writing and will be similarly acknowledged. Please send to either:-

Nicole [Banks](#) or [Jennifer Cook](#)
Certification Services Division
Midsummer House
Riverside Way, Bedford Road
Northampton
NN1 5NX
Email – nicole.banks@bindt.org
Jennifer.cook@bindt.org

This form covers actions to be taken in respect of :-

Lack of competence, integrity or diligence on the part of a qualification holder.
Misuse of Ultrasonic testing of shell boilers qualification.
The act of cheating by candidates in Ultrasonic testing of shell boilers examinations.
Complaints concerning the operation of the Ultrasonic testing of shell boilers qualification approvals.
Appeals against failure to qualify.

Name of Complainant:	Company/Employer:
Position in Company:	Nature of Company/Employer Business:
Contact Details:	
Date of Complaint:	PCN Number of Individual:
Isolated / Repetitive Incident:	
Name of Individual Subject to Complaint:	
Summary of Complaint;	