

APPEALS AND COMPLAINTS PROCEDURE

WELDING GREEK INSTITUTE (WGI) ΕΛΛΗΝΙΚΟ ΙΝΣΤΙΤΟΥΤΟ ΣΥΓΚΟΛΛΗΣΕΩΝ

Document Ref: WGI/057 | Version: 2.0 | Date of Issue: 22/09/2026

The Welding Greece Institute (WGI) is committed to a transparent and fair process for managing appeals and complaints related to its qualification and certification activities. This procedure ensures that all concerns are addressed efficiently and impartially through a **three-level resolution mechanism**.

1. Purpose

This procedure sets out the structured approach for lodging and resolving complaints and appeals concerning:

- examination results;
- assessment procedures;
- the conduct of WGI personnel;
- the misuse of diplomas or certificates;
- the activities of the Governing Board or of any associated body.

2. Definitions

- **Appeal:** a request for reconsideration of a WGI decision affecting the applicant personally (for example, an examination result, rejection of an application, or the suspension or withdrawal of a qualification).
- **Complaint:** an expression of dissatisfaction with the services, procedures or conduct of WGI personnel that does not constitute an appeal against a decision.

Both categories are handled under this procedure.

3. Who can appeal or complain

Any individual or organisation affected by WGI decisions or actions may submit a complaint or an appeal.

Submitting a complaint or an appeal **does not result in any adverse treatment** of the applicant. Retaliation against any person who has raised a matter in good faith is prohibited.

4. How to submit

All appeals and formal complaints must be submitted **in writing** to the WGI General Director at info@wgi.gr, and must include:

- personal or company details;
- a clear description of the issue;
- all relevant supporting documentation.

It is also recommended that the programme, examination date and registration or certificate number be stated, so that the request can be dealt with more quickly. Submissions are accepted in Greek or in English.

Receipt of every submission is **acknowledged in writing within [5] working days**, with a unique reference number. Submissions that are incomplete in the above respects are returned for completion within [10] days.

Anonymous reports are recorded and evaluated, but do not follow the formal three-level procedure, since the applicant cannot be informed of the outcome.

5. Applicable fees

- For appeals relating to examination re-marking or detailed feedback, the fee is **€100 per examination paper** (theory, practical or oral).
- Payment may be made by bank transfer.
- Fees must be paid **in full before the review process begins**.
- Where an appeal is **upheld, in whole or in part, the fee is refunded in full**.
- No fee applies to complaints.

6. Three-level resolution process

Level 1 Initial investigation

- **Handled by:** the WGI General Director.
- **Process:** review of the submitted documents, investigation, and a written response to the complainant or appellant.
- **Time limit:** a reasoned response within **[20] working days** of receipt of a complete file or, where a fee applies, of payment of that fee.
- If the applicant is not satisfied, the matter may proceed to Level 2.

Level 2 Escalated review

- **Handled by:** the Chief Executive / Scheme Manager.
- **Process:** further investigation, review of the Level 1 findings and, where considered appropriate, appointment of a new investigator.
- A **written and reasoned decision** is provided to the affected party within **[30] working days**.
- If the matter remains unresolved, it proceeds to Level 3.

Level 3 Final decision

- **Handled by:** the WGI Governing Board.
- **Process:** a dedicated Appeals or Complaints Committee of **three (3) independent members** may be appointed, none of whom took part in any earlier stage of the case or in the original decision.

- A **hearing** is arranged, which the applicant is entitled to attend and at which he or she may be accompanied by a person of his or her choice.
- The Governing Board issues the **final decision**, which is notified in writing within **[60] working days** and is not subject to any further appeal within WGI.

A request to escalate a case to the next level must be submitted in writing within **[20] calendar days** of notification of the decision at the previous level.

7. Impartiality

- At no level does any person take part who was involved in the decision or activity to which the appeal or complaint relates.
- All persons involved sign a declaration of absence of conflict of interest and a confidentiality undertaking.
- Where the submission concerns the General Director, Level 1 is omitted and the case is introduced directly at Level 2; where it concerns a member of the Governing Board, that member abstains from every stage.
- An appeal does not suspend the effect of the contested decision unless WGI decides otherwise. Where an appeal is upheld, the decision is **corrected retroactively**.

8. Time limit for submission

Appeals and complaints must be submitted within **six (6) months** of the related incident or of notification of the decision. Late submissions are rejected as inadmissible, with written reasons.

9. Corrective action

Every substantiated complaint or appeal leads to a root cause analysis and, where necessary, to corrective action on WGI procedures. The findings are fed into the annual management system review.

10. Records and confidentiality

All cases are registered, tracked and stored in the **Complaints and Appeals Register** for a period of **ten (10) years**, ensuring full confidentiality and transparency.

Access to the records is restricted to the persons involved in handling the case and to accreditation bodies during their audits. The processing of personal data is governed by the WGI Personal Data Protection Policy, WGI/056.3.

11. Rights not affected

The final decision of the Governing Board exhausts the internal WGI procedure. It does not affect the right of the person concerned to address the accreditation body, the IIW or the EWF, the competent authorities or the courts.

12. Validity and review

This procedure takes effect on the date of issue and is reviewed at least every three years, or whenever the relevant requirements change. The version in force is published at www.wgi.gr.

13. Contact

For further information, or to initiate a complaint or an appeal: **info@wgi.gr**

Welding Greece Institute (WGI), Trapezountos 96, Elefsina, P.C. 19200, Greece.