

IMPARTIALITY AND COMPLAINTS STATEMENT

IDEST STATEMENT OF IMPARTIALITY

IDEST is accredited by the United Kingdom Accreditation Service (UKAS) which operates under a Memorandum of Understanding with the Government through the Department of Business, Innovation & Skills. UKAS ensures that bodies like IDEST run their certification scheme in accordance with International Standards for Accredited Certification such as ISO 17024:2012. IDEST understands and is fully aware of the importance of impartiality in undertaking its Certification Activities and its Code of Practice is designed to manage any conflict of interest. IDEST is controlled by a Management Board supported by an established Committee structure to ensure IDEST and its personnel remains impartial and consistently objective. The Committee includes representation from significant stakeholders but is structured in such a way that no single interest predominates.

APPEALS & COMPLAINTS

IDEST operates a formal appeals process should a customer believe that their Cylinder Inspection results, following an exhaustive discussion with the Test Centre, are not well founded. Any appeal must be made in writing to the IDEST Administration Office within one month of the date of the Inspection and substantiated with evidence, any grounds to make such appeal. IDEST requires all Test Centres to keep a record of complaints made against them within the scope of their approval. Such complaints are to be notified to IDEST and their Record of Complaints will be subject to audit at their next Inspection.

It is a requirement that all cylinder inspection and testing shall be undertaken by a competent person. IDEST has developed an approved code of practice that enables technicians to demonstrate that they are competent. IDEST maintains a register of competent technicians and Test Centres that are properly equipped to test to the requirements of the relevant British Standards. The demonstration of competence takes place at the technician's workplace.

Because this assessment is in accordance with the Test Centres procedures manual and uses the equipment installed at the Test Centres, the registration is only valid there. If the technician moves to another Test Centre they must undergo a re-assessment at the new site. IDEST does not offer training but training may be completed in-house by a suitably qualified trainer or by an approved, independent third party trainer.