



SoE in SMS Measurement Arbitration Process

Objective

The objective of any assessment activity is to determine the correct Maturity Levels within the SoE in SMS survey for an ANSP. However, there may be times when there is a disagreement between the EUROCONTROL project team and an ANSP organisation. This document outlines the steps that should be taken to ensure a fair and informed arbitration between the two parties involved in the disagreement.

Moderation

The SoE in SMS questionnaire responses will be reviewed and moderated by a member of the EUROCONTROL project team who, during the review/interview steps may suggest changes.

Roles

The Next Generation SMS Work Group Co-Chairs are responsible for assessing the opinions of both sides of the disputed assessment and to come to an informed outcome.

Arbitration Process

If an organisation does not accept the moderated scores, the organisation has the option of appealing to the Next Generation SMS Work Group to seek their opinion.

In the first instance, the organisation must send an appeal document stating the reasons for the appeal to the CANSO Safety Programme Manager: safety@canso.org who will forward the documentation to the arbitration team stated above and the EUROCONTROL project team leader.

The arbitration team will review the ANSP's appeal document and also make contact with the EUROCONTROL project team leader to discuss their views on the subject matter. The EUROCONTROL project leader will liaise with the relevant project team member to gather their views also.

The arbitration team will then deliver an informed outcome based on inputs from both sides of the disagreement.

If the organisation does not agree with the opinion of the arbitration activity, that organisation's data will not be included in the Standard of Excellence in SMS Survey Report and **its scores will not be calculated** for its individual report.

Organisations may opt out of having their data published in the Standard of Excellence in SMS Survey Report.