



برنامج المشغل الاقتصادي
المعتمد الخليجي

GCC AEO

(Annex 1.4)

**Grievance Rules and Procedures for
GCC Authorized Economic Operator (AEO)
Program**

Grievance Rules and Procedures for GCC Authorized Economic Operator (AEO) Program

Grievance shall be against decisions related to the rejection, suspension or cancellation of the application.

1- Prior Contact:

The customs administration shall contact the applicant or the Authorized Economic Operator (AEO) before refusal, suspension or cancellation, to ensure the decision validity.

If the breach of obligations is related to security aspects, suspension measures can be taken immediately, without prior notice, until a final decision is taken.

2- Notification of Rejection, Cancellation or suspension:

The customs administration shall notify the applicant or the GCC AEO in writing, or by other approved means, of its decision on rejection, suspension or cancellation.

The notification shall clearly indicate reasons for which the decision of refusal, suspension or cancellation was taken. It shall have a final effect, unless the concerned party submits a grievance request.

3- Grievance Request Submission:

If the applicant or the GCC AEO wishes to appeal, it shall:

3.1 Submit an application in writing, or by other approved means, within a maximum period of 30 days from the date of notification.

3.2 Include, in the grievance request, the response of the applicant or the GCC AEO to the decision of the customs administration of rejection, suspension or cancellation. The applicant or the GCC AEO can also request a hearing.

4- Hearing:

4.1 Request and Notice:

If a hearing is requested, it shall be held with the concerned authority in the customs administration within a maximum period of 15 days from the date of the hearing request. Also, the applicant or the GCC AEO shall be informed of its date not less than 7 days in advance.

4.2 Hearing Process:

The applicant can choose its representative in the hearing. The proceedings of the hearing shall be recorded. All documents and evidence, submitted by the applicant, shall be attached in a minutes of which a copy is submitted to the complainant.

The competent customs employee shall study the grievance request submitted by the applicant or the GCC AEO, including the evidence and documents presented during the hearing, if any, and shall propose a recommendation for the final procedure to be submitted to the customs body's official.

4.3 Additional evidence (reasons):

The applicant or the GCC AEO may submit additional evidence (reasons) to the customs administration within a maximum period of 7 days, from the date of receiving the minutes, if the customs body confirms the decision.

4.4 Non-compliance:

If the applicant, the GCC AEO, or any person representing them does not attend a scheduled hearing, the competent employee shall end the hearing and propose a recommendation for the final procedure to be submitted to the official of the competent customs administration.

5- Decision of the Customs body on Grievance Request:

The competent customs administration shall take its decision within a maximum period of 15 days, from the date of the hearing, and notify the applicant of the grievance in writing or by other approved means.

6- The Right to Appeal to Another Administrative Administration:

If the grievance request is rejected by the competent customs administration, the applicant or the GCC AEO may submit a grievance request to an entity independent of the competent customs administration. Each GCC Member State shall determine its own independent entity concerned therewith.