



الوكالة الوطنية للأمن السيبراني
National Cyber Security Agency

National Information Security Compliance Framework (NISCF) – Processes for Appeal and Complaints

[NCSA-NISCF-ACPO]

Process Document

National Cyber Security Agency (NCSA)

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Abstract	<p>This document is the process document developed by the National Cyber Security Agency (NCSA) for Appeals and Complaints related to the National Information Security Compliance Framework (NISCF) Services. This document provides the description of the steps to be followed in NISCF Appeal and Complaint. This process document shall be read along other relevant NISCF's Definitions, Policy, Standards, Agreement and Terms and Conditions.</p>



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National Cyber Security Agency

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This Process Document has been prepared to take into consideration the current applicable laws of the State of Qatar. If a conflict arises between this document and the laws of Qatar, the latter shall take precedence. Any such term shall, to that extent be omitted from this Document, and the rest of the document shall stand without affecting the remaining provisions. Amendments, in that case, shall then be required to ensure conformance with the relevant applicable laws of the State of Qatar.



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Introduction

The National Information Security Compliance Framework (NISCF) allow the right for organizations applying for NISCF Services and Certified or Accredited organizations to appeal decisions related to their applications, Certification or Accreditation. It also has a complaint mechanism that allow any organization or individual to complaint about Certified Organizations, Accredited Service Providers, NCSA or organizations that misuse the NISCF Services symbol, title, credential or any other demarcation.

In effort to improve the NISCF, NCSA developed this document, titled "National Information Security Compliance Framework (NISCF) – Processes for Appeal and Complaints" - V1.0 - Public, to provide the cyber space with clearer processes that describe the steps to be followed in case of Appeal or Complaint for any of the NISCF Services.



1. Purpose and Scope

1.1. Purpose

The purpose of this document is to provide organizations/individuals with the processes steps to be followed in NISCF's related Appeals and Complaints.

This document provides the necessary steps to follow in an Appeal or Complaint Process.

1.2. Scope

This document applies to all Appeal and Complaints for NISCF Services that are offered by NCSA under the NISCF.

NCSA defines which NISCF's Services this document applies to.



2. Key Definitions

The terminologies used in this document are consistent with the definitions provided in the NCSA-NISCF-GACP (NISCF General Appeals and Complaints Policy).



3. Processes

3.1. Complaint Process

The complaint process defines the steps that need to be followed by complainant in relation to the NISCF's Services complaint and the actions that NCSA will take during the complaint process for NISCF's Services.

This process shall be read in conjunction with NCSA-NISCF-GACP (NISCF General Appeals and Complaints Policy).

The below [Figure 1: Complaint Process](#) dissects the main actions to be taken during the complaint process.

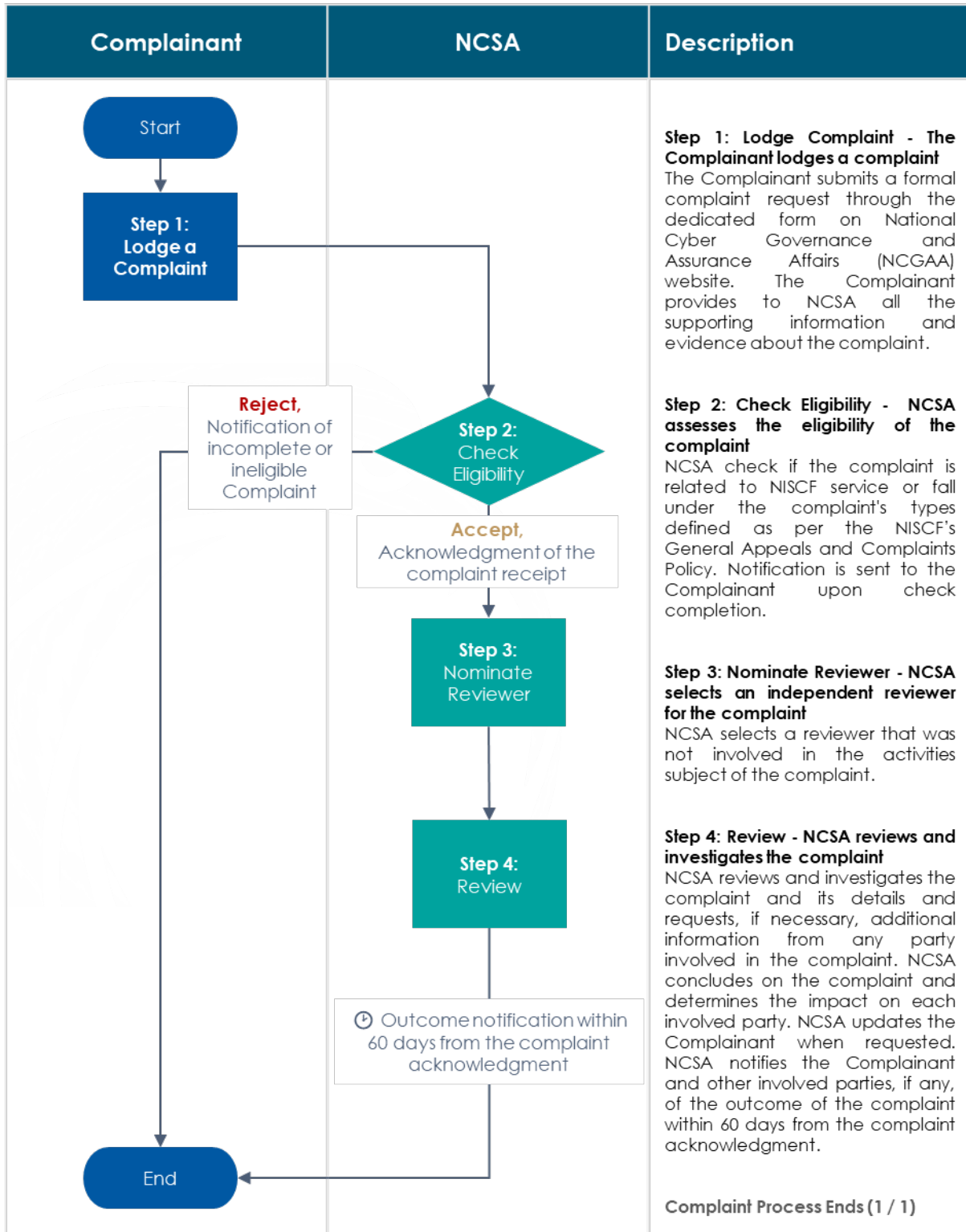


Figure 1: Complaint Process
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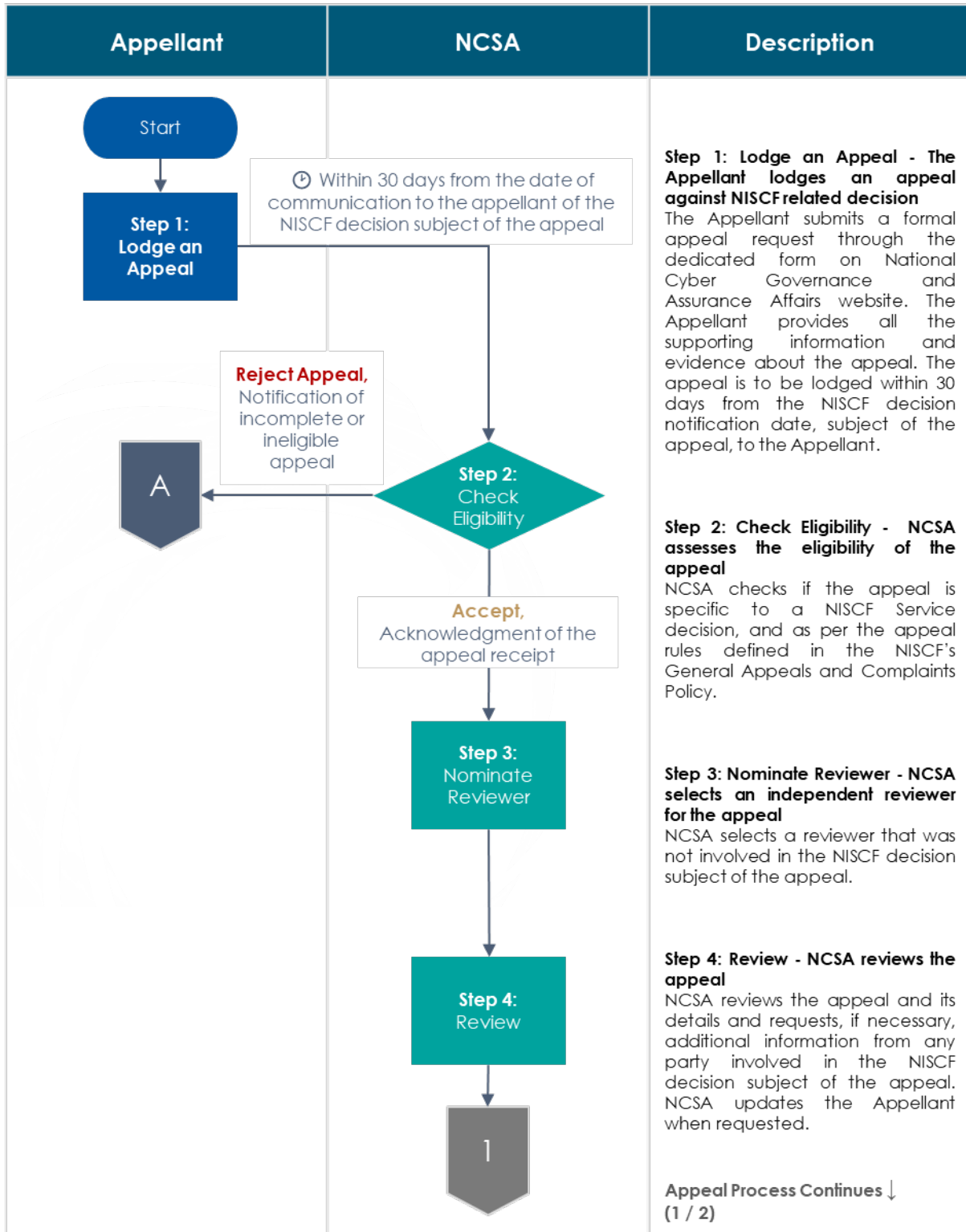
3.2. Appeal Process

The appeal process defines the steps that need to be followed by Appellant in relation to the NISCF's Services appeal and the actions that NCSA will take during the appeal process for NISCF's Services.

This process shall be read in conjunction with the NCSA-NISCF-GACP (NISCF General Appeals and Complaints Policy).

The below [Figure 2: Appeal Process](#) dissects the main actions to be taken during the appeal process.





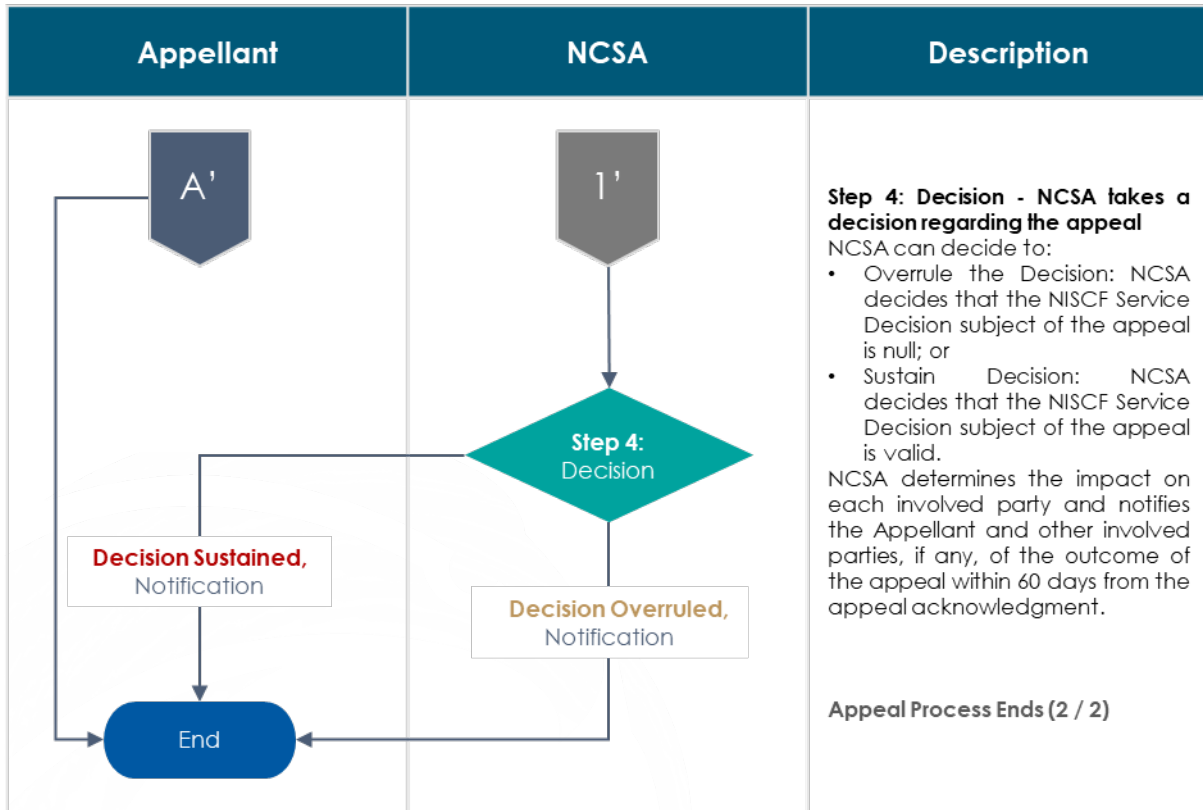


Figure 2: Appeal Process



4. Compliance and Enforcement

4.1. Compliance Process

All stakeholders to the NISCF Services shall conform with the steps and actions defined in this process document.

4.2. Roles and Responsibilities

National Cyber Governance and Assurance Affairs (NCGAA) is responsible for ensuring conformance to this process document.

4.3. Transitioning and effective date

4.3.1. Effective date

This process document is effective from the date of publishing.

4.3.2. Transition period

This process document takes effect immediately following its publication. Appeals and complaints related to NISCF Services activities subject of an appeal or a complaint (e.g., decision, non-conformity, or breach...) shall be processed in conformance with this process document.

4.4. Exceptions and deviations

4.4.1. Exceptions to Processes steps and actions

Exceptions to this process document shall only be defined by the National Cyber Security Agency (NCSA) through a policy or a standard and / or any NCSA's organizational structure that has been given the authority over the NISCF Services.

4.4.2. Deviation process from Processes steps and actions

Deviation from steps and actions of this process document shall be formally authorized in writing by the National Cyber Security Agency (NCSA).

4.4.3. Sanctions

National Cyber Security Agency (NCSA) reserves the right to not accept NISCF Services appeals and complaints from stakeholders that do not conform with the steps and actions defined in this process document.



5. Annexes

5.1. Acronyms

NCSA National Cyber Security Agency

NISCF National Information Security Compliance Framework

5.2. Reference

Emiri Decree No 1 of year 2021

President of National Cyber Security Agency (NCSA) Decision No 3 of year 2022

NCSA-NISCF-GACP (NISCF General Appeals and Complaints Policy)



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