

Introduction & Purpose of this Policy

This policy is aimed at any party who wishes to appeal against a product or service delivered by the Test & Research Centre (T&R).

- The policy is also for use by our staff to ensure they deal with appeals in a consistent and timely manner.
- It is our aim to always treat each appeal case fairly and consistently, in line with our policies and processes and to ensure that any appellant can make an appeal without fear of discrimination or reprisal.

Ground for an Appeal

Appeals can be made about a Certification Decision or any other decision made by T&R, including:

- Results of assessments, examinations or the refusal to issue a certificate
- Administration errors
- Withdrawal of certification
- The decision made against a complaint

How to make an Appeal

- Any appeal request should be submitted using the relevant appeals form.
- Appeals forms are available via the T&R website.
- When completing the appeal form include all relevant information, including reasons for the appeal and all supporting evidence.
- If an appeal is submitted, you may choose to withdraw the appeal at any time, informing T&R of the reason.

Appeal Charges

- We will not levy a charge to the appellant to cover the administrative and personnel costs involved in dealing with successful appeals.
- However, should the appeal not be upheld then the following fees shall apply and be paid in advance:
Stage One: £150.00 (All fees are subject to VAT)
Stage Two: £350.00 (All fees are subject to VAT)

Appeal – Stage 1 Process

All appeals to T&R will be acknowledged within 2 working days and we aim to respond with an outcome decision within 20 working days. T&R will undertake an internal review of the appeal to reach an outcome. In some cases, the review process may take longer as further evidence or an investigation may be required. In such instances we will contact the appellant to inform them of the likely revised timescale.

For a Stage 1 appeal there are two possible outcomes:

- The appeal is upheld – T&R will inform all parties in writing of this decision.
- The appeal is rejected - If this is the case, T&R will inform all parties in writing of this decision and also inform the appellant how to move to a Stage 2 appeal.

Appeals – Stage 2 process

Whilst all appeals are normally resolved at Stage 1, if you do not feel the appeal has been satisfactorily resolved, you have the right to take the appeal to Stage 2. T&R Mechanism for Impartiality Committee will consider all evidence and assess whether procedures were followed consistently and applied properly and fairly in line with our policy to arrive at a judgement.

The Mechanism for Impartiality Committee review process may involve:

- A discussion with the appellant or T&R personnel.
- A request for further information from the appellant or T&R personnel.

The Mechanism for Impartiality Committee's decision is final and T&R will inform you of the outcome within 20 working days of the completion. If circumstances require additional time, T&R will keep you informed about the progress and the likely timescale for resolution.

If you still believe that T&R have not followed its appeals procedure correctly you are entitled to raise the matter with the relevant Scheme owner or appropriate Regulator.

Where an investigation following notification from relevant Scheme owner or appropriate Regulator indicates a failure in our processes T&R will give due consideration to the outcome and will take appropriate action.

Review Arrangements

- We will continually improve this Policy through reviews of our activities and revise it in line with any feedback from customers, regulatory authorities or external agencies.
- As a minimum our Mechanism for Impartiality Committee will review this policy annually to ensure it continues to meet the needs of our customers.
- If you have any queries about this policy, please send an email to info@testandresearch.org