

Complaints and Appeals Procedure

This publication details the process for handling Complaints and Appeals received by ECA Certification Ltd.

Complaints may arise from the activities of ECA Certification Ltd, certification schemes operated by ECA Certification Ltd or products and services certificated by ECA Certification Ltd.

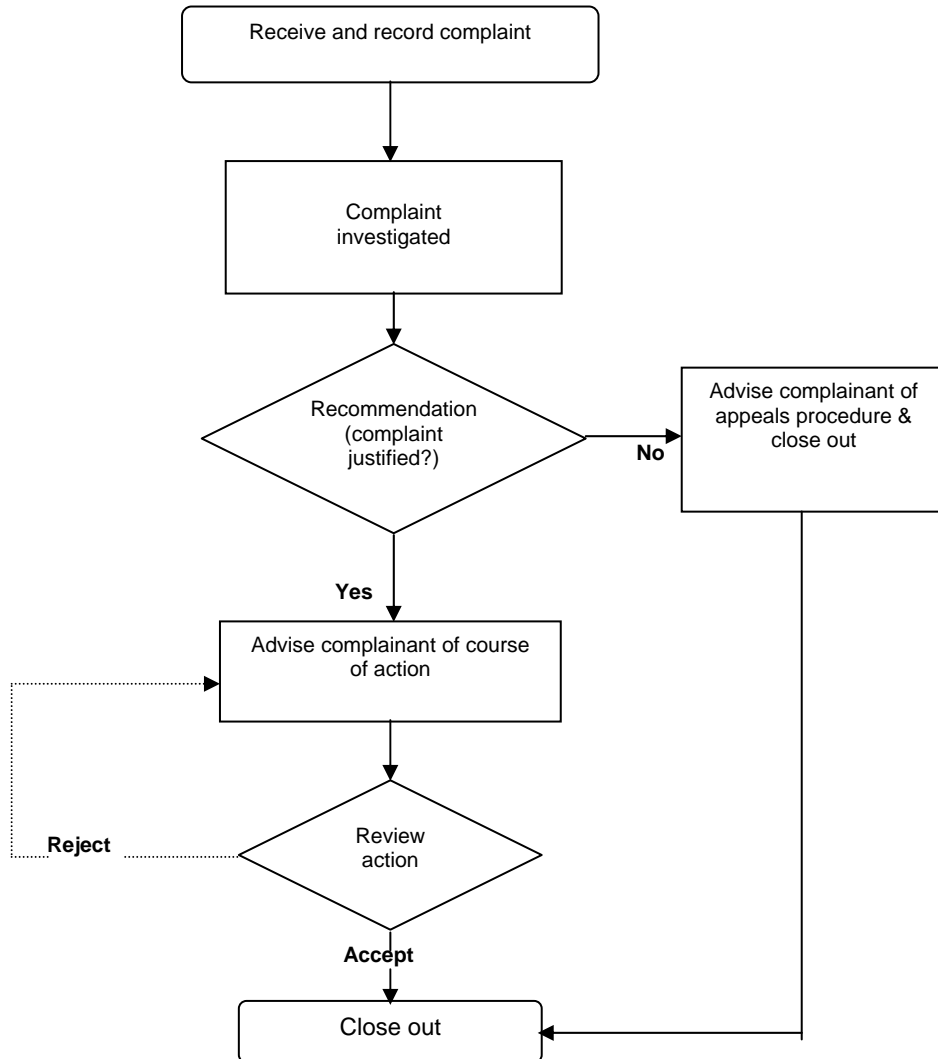
Appeals may arise against a decision by ECA Certification Ltd to refuse or revoke certification.

Complaints

All complaints should be made in writing and addressed to The Customer Services helpdesk, ECA Certification Ltd, Mansfield Business Centre, Ashfield Avenue, Mansfield, NG18 2AE. All complaints received by ECA Certification Ltd are investigated and action taken where appropriate.

Note: disputes are not logged as complaints but dealt with by the Customer Services department. Unsatisfactory resolution of a dispute may lead to a complaint.

The process for handling complaints is outlined below:



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Appeals

1. An Appellant may appeal against any decision of ECA Certification Ltd to refuse or revoke certification by writing to the Certification Director, clearly setting out the grounds for the appeal and enclosing a cheque for £500 made payable to ECA Certification Ltd. This fee is to cover the costs of the appeal (refundable only where the Appeals Panel finds in favour of the Appellant). The process for an appeal to ECA Certification Ltd is summarised on page 3.
2. The appeal is reviewed by the Certification Director and if the situation can be resolved to the satisfaction of the Appellant and ECA Certification Ltd within 14 working days of receipt, it does not progress beyond this point and the fee is refunded.
3. The Certification Director informs the Directors of ECA Certification Ltd and the Chairman of the Certification Board of an appeal as soon as it is received. Provisional arrangements are then made for an Appeal Panel to meet within two months of receipt of the appeal. If the appeal can be resolved as detailed in 2 above, the Appeal Panel will not meet.
4. An Appeal Panel is constituted as and when an appeal is received and will consist of three members of the Certification Board in the requisite spread of interests to ensure impartiality and who:
 - have not been directly involved in the decision under appeal and
 - have no direct interest in the decision.

The Chairman of the Certification Board will agree the composition of the Appeal Panel with ECA Certification Ltd. The Certification Director shall provide secretarial services to the Appeal Panel but will have no voting rights.

5. The Appellant is given not less than 14 days notice of the date set for the appeal, advised of the constitution of the Appeal Panel and invited to be present. The Appellant has the right to state objections to the constitution of the Appeal Panel within 2 working days of receipt of notice. In this case, the Chairman of the Certification Board will consider the objection and the membership of the Appeal Panel amended if necessary.
6. An Appeal Panel may uphold or quash the decision of ECA Certification Ltd following a review of the circumstances surrounding the appeal. The Appellant will be informed of the Appeal Panel's decision.
7. All correspondence associated with appeals must be sent by Recorded Delivery.

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