

## **Appeals Procedure**

We have taken great care when writing our procedures to ensure that candidates can be confident that decisions about granting certificates are taken in a proper manner and in accordance with the relevant scheme requirements.

However, where a certificate has been refused, candidates do have the right of appeal against that decision. This information sheet explains how the appeal process works and should give you all the details you need. However, if you have any questions or need help with completing the appeal form, please contact our Head Office at the address shown in the contact section below.

### **How do I make an appeal?**

Appeals must be made in writing either by letter or using the form supplied with this leaflet.

### **What evidence will be required?**

If your appeal is about how your assessment was handled, we will ask to see all the documents from the assessment centre you attended. You may provide witness statements to support your appeal if you wish, however this must be received before the appeal hearing.

### **What happens next?**

We will write to you to confirm your appeal form or letter has been received and arrange a suitable time for your appeal to be heard.

### **Is there an appeal hearing?**

Yes. You will be invited to attend a hearing where you will have the opportunity to explain your case to an appeal panel.

### **When will the hearing take place?**

We aim to hear appeals within 30 days of receiving the completed form, however this will depend on your own commitments and the availability of the appeal panel members.

### **Is the appeal panel independent?**

Yes. The appeal panel members are not employed by UK Certification Ltd and will not have taken any part in the decision you are appealing against.

### **When will I know the result of my appeal?**

We will write to you within 2 working days of the hearing to confirm the decision and the actions that will be taken as a result of the decision.

### **What happens if the appeal is refused?**

The decision of the appeal panel is binding and you cannot appeal again to UK Certification Ltd. However, you can raise any concerns you have or make a complaint to our accreditation body – the United Kingdom Accreditation Service (UKAS) who monitor the service provided by certification bodies. Their contact details are:

UKAS  
2 Pine Trees  
Chertsey Lane  
Staines-upon-Thames  
TW18 3HR

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UK Certification Ltd

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