



UK Certification Policies

Qualifications & Certification for the Building Services Industry

Appeals Policy



Introduction & Purpose of this Policy

This policy is aimed at any party who wishes to appeal against a product or service delivered by UK Certification, and/or including our network of Approved Centres.

- 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.
- In the first instance any appeal shall be made directly to the Approved Centre. UK Certification can only consider an appeal after the Centre has had the opportunity to resolve the appeal.

Grounds for an Appeal

Appeals can be made about an assessment or any other decision made by UK Certification or one of our Approved Centres, including:

- Decisions made on entry requirements, refusal to accept Recognition of Prior Learning (RPL)
- Results of assessments, examinations or the refusal to issue a certificate
- Decisions for reasonable adjustments or special considerations
- 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 UKC Centre Hub, the UKC website or directly from UK Certification Head Office.
- 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 UK Certification 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)

Appeals - Stage 1 Process

All appeals to UK Certification will be acknowledged within 2 working days and we aim to respond with an outcome decision within 20 working days. UK Certification 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 - UK Certification will inform all parties in writing of this decision.
- The appeal is rejected - If this is the case, UK Certification 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. UK Certification Complaints and Appeals Panel 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 Appeals Panel review process may involve:

- A discussion with the appellant, Approved Centre or UK Certification personnel.
- A request for further information from the appellant, Approved Centre or UK Certification personnel.
- An Approved Centre visit by authorised UK Certification personnel.

The Appeals Panel's decision is final and UK Certification will inform you of the outcome within 20 working days of the completion. If circumstances require additional time, UK Certification will keep you informed about the progress and the likely timescale for resolution.

If you still believe that UK Certification 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 UK Certification will give due consideration to the outcome and will take appropriate action.

Privacy Policy

- It is necessary for us to collect and hold personal information about you in order to investigate your Appeal.
- We will hold the information you provide to us securely and use it to help us to investigate your concerns. For more information please access our UK Certification Privacy Policy.

Review Arrangements

- We will continually improve our Appeals 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 Compliance Team will review this policy annually to ensure it continues to meet the needs of our Customers, Scheme owner or appropriate Regulator.
- If you have any queries about this policy, please send an email to info@ukcertification.co.uk



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