

## APPEALS POLICY & PROCEDURE

Paddeco Third Party Certification recognises that it has obligations towards all parties who have a disagreement with any part of the certification process, including the certification decision, to help and offer information, advice, and guidance to settle their case.

Appeals may be received from:

- Clients
- Building Regulation control officers
- Planning departments
- Environmental control officers
- Trading Standards departments
- Insurance companies
- Client's customers

Paddeco Third Party Certification will not show any bias towards any clients if a disagreement/appeal is presented.

Note: records of all appeals will be kept for six years by Paddeco Third Party Certification.

### PROCEDURE

#### Stage One

Discuss your appeal with your certifier who will endeavour to resolve your issue at this stage. You must be specific and honest in order for Paddeco Third Party Certification to assist you in the most efficient and reliable manner. The discussion will be documented in detail on your file (CRM) by the certifier in order for the organisation to be fully informed about the issue. If the appeal is not resolved immediately through conversation, the Paddeco Third Party Certification certifier will investigate and respond within five working days.

#### Stage Two

If the complainant is not a client, or the client is not satisfied with the outcome of Stage One, the appeal should be put in writing (using the Appeals Form) to the *Operations Manager*, Marlena Druzynska via [marlena@paddeco-certification.com](mailto:marlena@paddeco-certification.com). A different, independent certifier will then be appointed to handle the appeal. They will investigate it and respond within 10 working days. This decision will also be validated by a management panel to ensure impartiality. Where the complainant is a candidate, all relevant reports and documents will be kept in a candidate's portfolio and all communication will be documented in detail on their file (CRM).

#### Stage Three

If the complainant is not satisfied with the response, they must raise concerns by writing to the Paddeco Third Party Certification Internal Quality Manager (who is responsible for the quality of our delivery programme), via email ([iga@paddeco-certification.com](mailto:iga@paddeco-certification.com)) or by post:

IQA  
Paddeco Third Party Certification  
Tec marina,  
Terra Nova Way  
Cardiff,  
CF64 1SA

The IQA will investigate the issue and respond within 14 days. All relevant reports and documents will be kept in the individual's portfolio and all communication will be documented in detail on their file (CRM).

#### **Stage Four**

If the complainant is not satisfied with the response, they must raise their concerns by writing to the independent External Quality Manager (EQM), Sam Thompson.

#### **Stage Five**

Please write directly to UKAS at [customerfeedback@ukas.com](mailto:customerfeedback@ukas.com) or contact them on 01784 429015.