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<b>Complaints and Appeals Procedure</b> (This document may be sent externally)		Date:	14 May 2014
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## **Introduction**

This document details the process for handling Complaints and Appeals received by the BRE Group.

**A Complaint is** any expression of dissatisfaction, doubt or disappointment made to or about the BRE Group, related to its products, services, personnel, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

**An Appeal** is a request by the provider of:

- the object of conformity assessment (certification); or
- the object that has been tested for CE Marking purposes by the BRE Group in their role as a Notified Body;

to the BRE Group for reconsideration by them of a decision they have made relating to that object.

## **Complaint**

All complaints should, preferably, be made in writing and addressed to The Group Quality Manager, BRE, Bucknalls Lane, Garston, Watford WD25 9XX. All complaints received by the BRE Group are investigated and action taken where appropriate.

The process for handling complaints is outlined in Appendix 1.

## **Appeal**

An Appellant may appeal to the BRE Group by writing to the Group Quality Manager, clearly setting out the grounds for the appeal and enclosing a cheque for £1,000 made payable to BRE Global 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 is summarised in Appendix 2.

The appeal is reviewed by the Group Quality Manager, and if the situation can be resolved to the satisfaction of the Appellant and the BRE Group within 14 working days of receipt, it does not progress beyond this point and the fee is refunded.

An Appeal Panel is constituted as and when an appeal is received, and will consist of three members of the Governing Body:

- who have not been directly involved in the decision under appeal, and
- who have no direct interest in the decision.

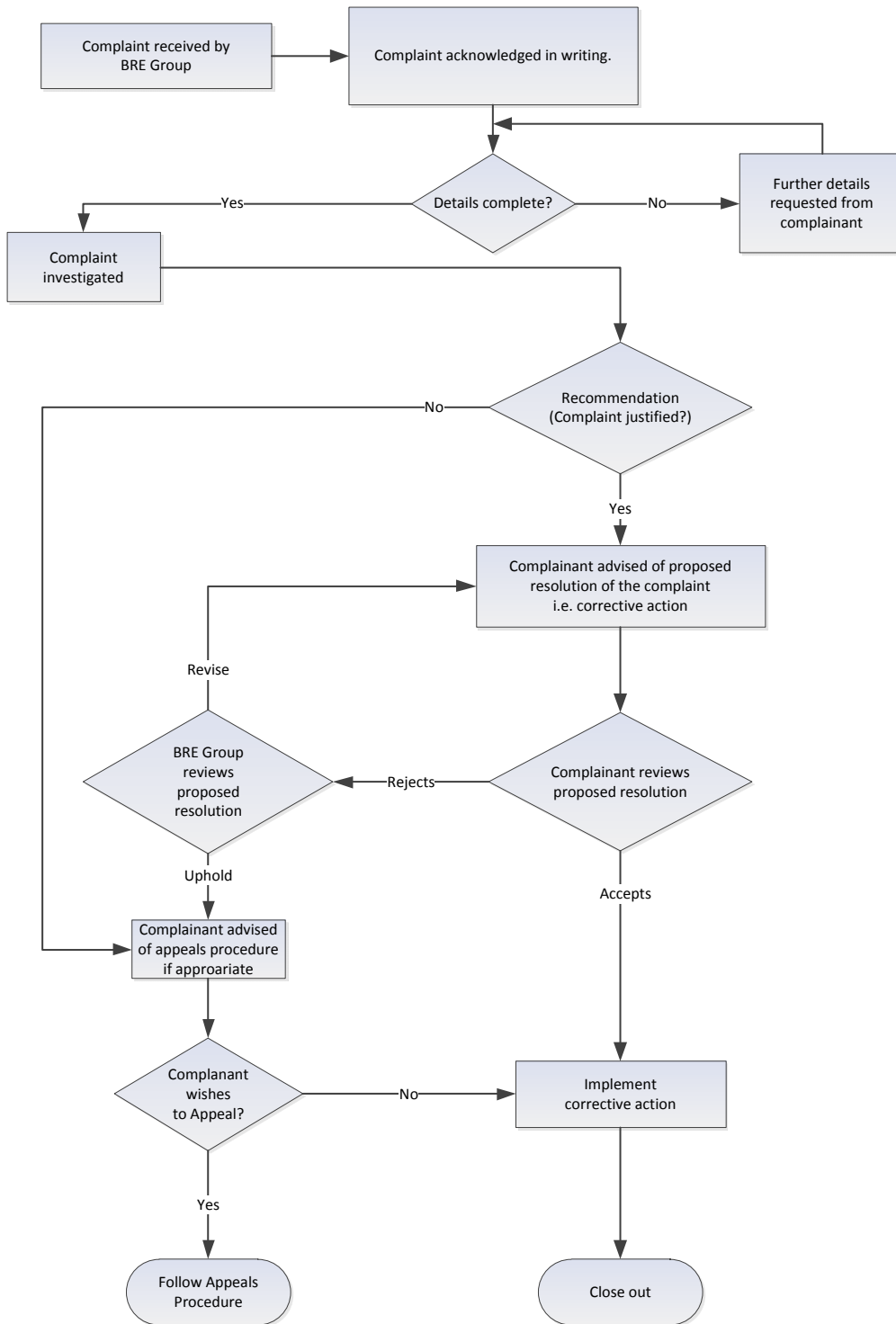
The Chairman of the Governing Body will agree the composition of the Appeal Panel with the BRE Group. The Group Quality Manager shall provide secretarial services to the Appeal Panel but will have no voting rights.

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 objection will be considered by the Chairman of the Governing Body and the membership of the Appeal Panel amended if necessary.

An Appeal Panel may uphold or quash the decision following a review of the circumstances surrounding the appeal. The Appellant will be informed of the Appeal Panel's decision.

All correspondence associated with appeals must be sent by Recorded Delivery.

# Appendix 1 – Complaints Procedure



## Appendix 2 - Appeal Procedure

