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This publication details the process for handling Complaints and Appeals received by BRE Global.

Complaints may arise from the activities of BRE Global, certification schemes operated by BRE Global or products and services certificated by BRE Global.

Appeals may arise against a decision by BRE Global to refuse or revoke certification.

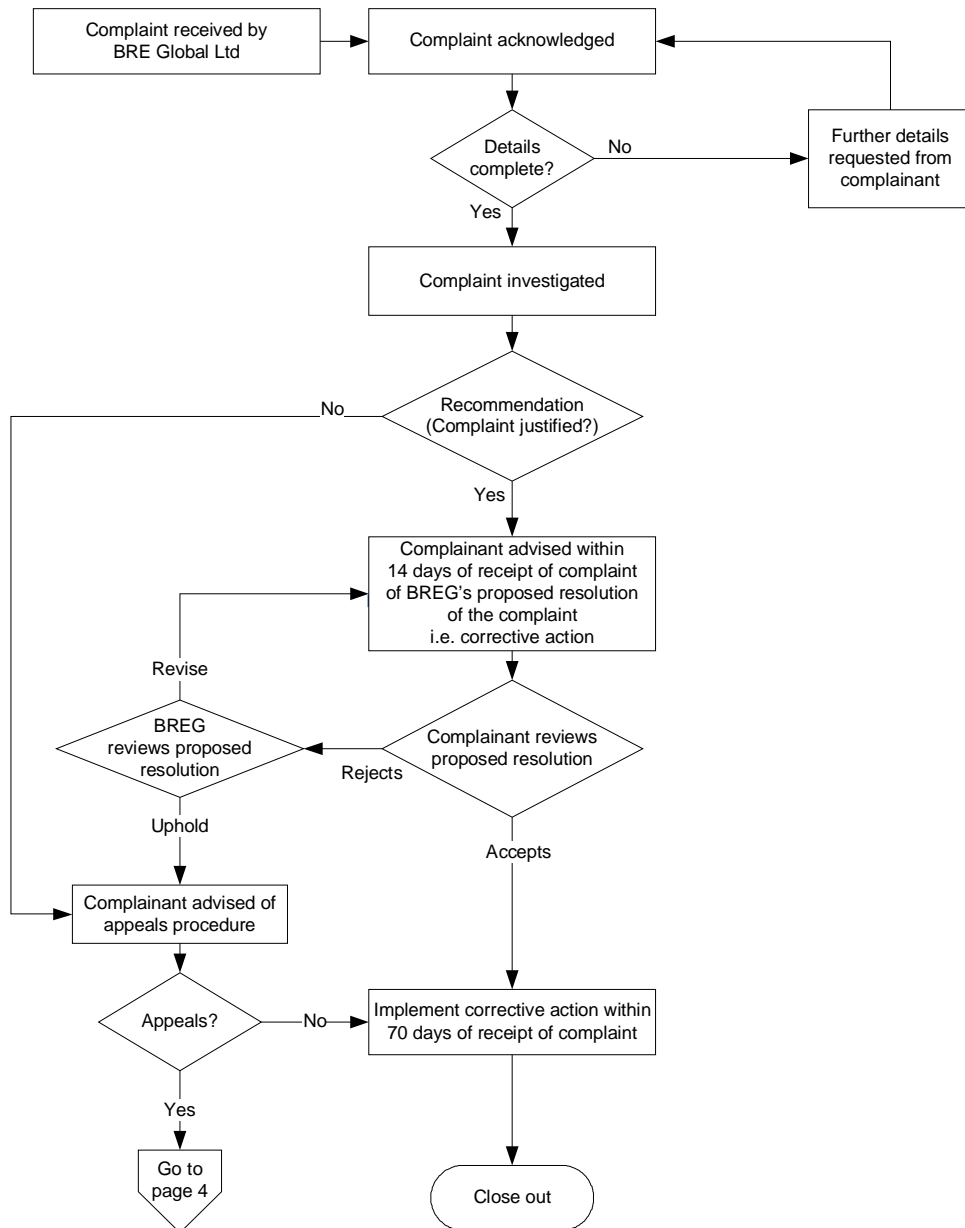
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**Complaints**

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

Note: disputes are not logged as complaints but dealt with by the appropriate Scheme Manager. 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 BRE Global to refuse or revoke certification by writing to the 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 to BRE Global is summarised on page 3.
2. The appeal is reviewed by the Quality Manager and if the situation can be resolved to the satisfaction of the Appellant and BRE Global within 14 working days of receipt, it does not progress beyond this point and the fee is refunded.
3. The Quality Manager informs the Directors of BRE Global and the Chairman of the BRE Global Governing Body 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 Governing Body or subsidiary Boards who:

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

The Chairman of the BRE Global Governing Body will agree the composition of the Appeal Panel with BRE Global. The Quality Manager 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 objection will be considered by the Chairman of the BRE Global Governing Body and the membership of the Appeal Panel amended if necessary.
6. An Appeal Panel may uphold or quash the decision of BRE Global 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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