

<b>BRE Group</b>	<b>PUBLICATION</b>	Doc No:	PN 100 / XP107E
		Revision No:	10.2
<b>Complaints and Appeals Procedure</b> (This document may be sent externally)		Date:	2 May 2017
		Page:	1 of 4

## 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 an object\* of conformity assessment (certification / testing / assessment) to the BRE Group for reconsideration of a decision made relating to that object.

A complaint or appeal does not affect any legal rights a party might otherwise have under contract or otherwise available in law.

## Complaint

Complaints should be addressed to [BREGroupQuality@bre.co.uk](mailto:BREGroupQuality@bre.co.uk) or to Head of Compliance, BRE, Bucknalls Lane, Garston, Watford WD25 9XX. All complaints received by the BRE Group are independently investigated and actions are taken where appropriate.

The general process for handling complaints is outlined in Appendix 1.

## Appeal

Appeals should be addressed to Head of Compliance, BRE, Bucknalls Lane, Garston, Watford WD25 9XX and should include a cheque for £250 made payable to BRE Global Ltd. This fee is to cover the administrative costs of opening an appeal (and is refundable where the Appeals Panel finds in favour of the Appellant, or the Appeal can be resolved without recourse to an Appeals Panel).

The process for an appeal is summarised in Appendix 2.

The appeal is reviewed by the Head of Compliance, and if the situation can be resolved to the satisfaction of the Appellant and the BRE Group within 14 working days of receipt, the process is terminated and the fee is refunded.

Otherwise, an Appeal Panel is assembled. The panel shall consist of three members of the Governing Body that:

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

\* object means a product, service, person or methodology, as appropriate

<b>BRE Group</b>	<b>PUBLICATION</b>	Doc No:	PN 100 / XP107E
		Revision No:	10.2
<b>Complaints and Appeals Procedure</b> (This document may be sent externally)		Date:	2 May 2017
		Page:	2 of 4

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

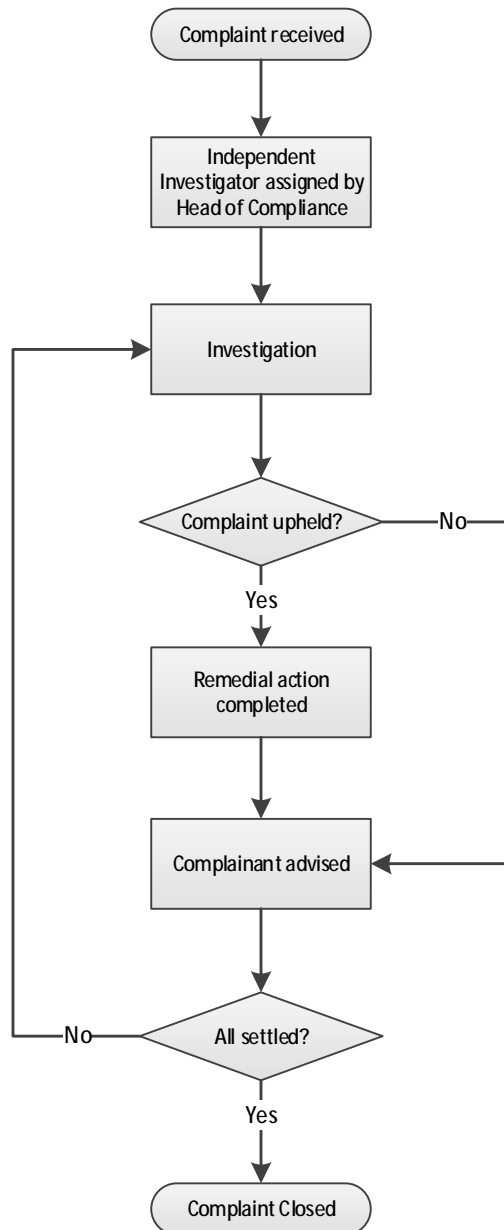
The Appellant is given not less than 14 days notice of the date set for the appeal, advised of the constitution of the Appeal Panel and invited to be present. The Appellant has the right to state objections to the constitution of the Appeal Panel within 2 working days of receipt of notice. In this case, the objection will be considered by the Chairman of the Governing Body and the membership of the Appeal Panel shall be 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 provided with formal notice of the Appeal Panel's decision.

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

<b>BRE Group</b>	<b>PUBLICATION</b>	Doc No:	PN 100 / XP107E
		Revision No:	10.2
<b>Complaints and Appeals Procedure</b> (This document may be sent externally)		Date:	2 May 2017
		Page:	3 of 4

## Appendix 1 – Complaints Procedure



<b>BRE Group</b>	<b>PUBLICATION</b>	Doc No:	PN 100 / XP107E
		Revision No:	10.2
<b>Complaints and Appeals Procedure</b> (This document may be sent externally)		Date:	2 May 2017
		Page:	4 of 4

## Appendix 2 - Appeal Procedure

