

<b>BRE Group</b>	<b>Guidance</b>	Doc No: XP107E
		Rev No: 10.3
<b>Complaints and Appeals</b>		Date: 26 Apr 2019
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*This procedure addresses (in whole or in part) the following clauses:*

<b>Standard:</b>	<b>17065</b>	<b>17025</b>	<b>17020</b>	<b>17021</b>	<b>17024</b>	<b>9001</b>	<b>14001</b>	<b>27001</b>	<b>45001</b>
<b>Clause:</b>	7.13	7.9	7.5 7.6	4.7 9.8 9.9	9.8 9.9	8.2.1 10.2	10.2	9	A9

## 1 Introduction

This document outlines the methods used by the BRE Group to manage Complaints and Appeals.

## 2 Definitions

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 BRE 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.

## 3 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 BRE are independently investigated and actions are taken where appropriate.

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

## 4 Appeal

An Appeal is a request to BRE for reconsideration of a decision made during conformity assessment activity, e.g. certification, testing, assessment, etc.

Appeals may be made only by the provider of the object (product, service, etc.) of certification, assessment or testing.

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 Limited. This fee is to cover the administrative costs of opening an appeal and is refundable where the Appeal can be resolved without recourse to an Appeals Panel, or where the Appeals Panel finds in favour of the Appellant.

\*alternative payment methods can be arranged

The Appeal will be reviewed by the Head of Compliance. If the situation can be resolved, within 14 working days of receipt, the process is terminated and the fee is refunded.

Otherwise, an Appeal Panel will be assembled. The Chairman of BRE Global’s independent Governing Body will determine the composition of the Appeal Panel. The panel shall consist of 3x members of Governing Body that have no direct interest in the decision.

The Appellant will be 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.

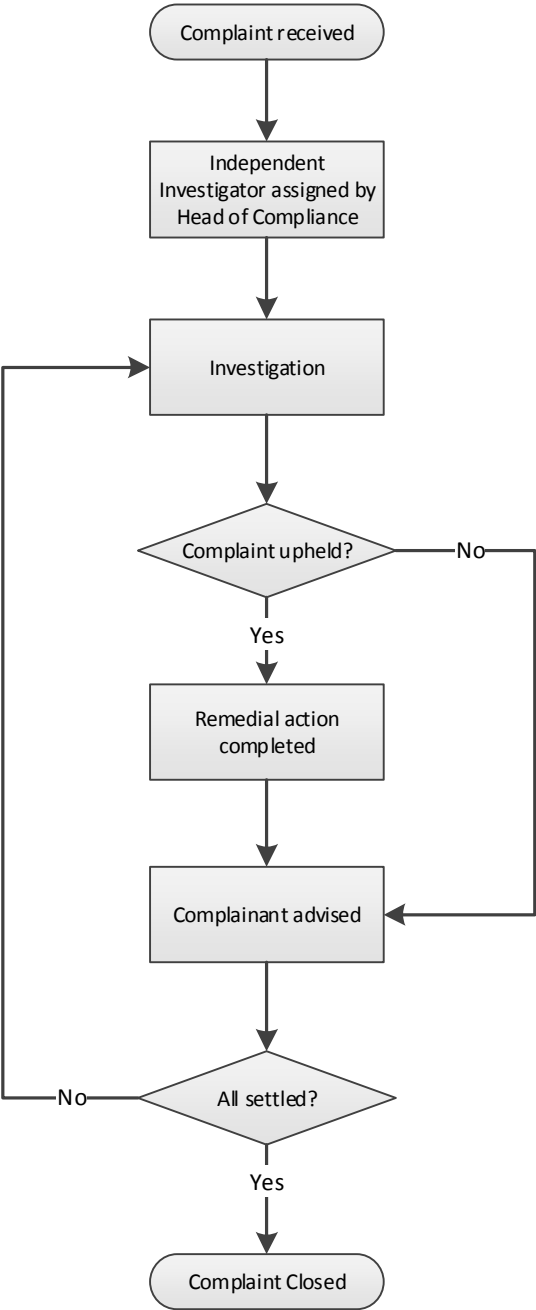
The Appellant has the right to state objections to the constitution of the Appeal Panel within 2 working days of receipt of notice. In this case, the objection will be considered by the Chairman of the Governing Body and the membership of the Appeal Panel shall be amended if necessary.

The Appeal Panel shall meet at the agreed time/location, conduct the Appeal Hearing, and reach a decision on whether or not the Appeal is upheld.

The Appellant will be provided with formal notice of the Appeal Panel’s decision.

The process for an Appeal is summarised in Appendix 2.

Appendix 1 – Complaints Procedure



**Appendix 2 - Appeal Procedure**

