

# QUALITY ASSURANCE MANAGEMENT SYSTEM

## Controlled Document CSE QP04



### QP04 Appeal Policy

There are two stages of appealing against not being certified a Customer Service Excellence/Charter Mark holder, which must be followed in sequence so that Stage 1 must have been completed before Stage 2 can commence.

Prior to appealing against the outcome of your assessment you may find it beneficial to have feedback with your assessor or an independent member of the G4S Assessment Services (G4SAS) assessment team. This will give an opportunity to discuss your concerns over the assessment of your application, and/or the contents of your assessment evaluation report.

#### Stage 1 Appeal Review

If after the discussion with the assessor you still have concerns, you may appeal to the Customer Service Excellence/Charter Mark Assessment Service. They can be contacted at:

Customer Service Excellence  
G4S Assessment Services  
Security House  
Alexandra Way  
Ashchurch  
Tewkesbury  
Gloucestershire  
GL20 8NB

Tel 0845 300 5172  
Email [cse@uk.g4s.com](mailto:cse@uk.g4s.com)

Your appeal in writing must be made within **28 days** of the date of notification of assessment outcome. Your appeal against not being certified as a Customer Service Excellence/Charter Mark holder must clearly set out your reasons on one or more of the following grounds:-

- the assessment has not taken full account of the application tool that was provided, or evidence provided at the time of the evaluation visit, or;
- there has been a manifest and demonstrative failure to understand the nature and conditions under which your service is provided, or;
- there has been a factual misunderstanding in your assessment or in the feedback report.

Once we receive your Appeal we will lock the Applicant Assessment Tool and the Appeal will be reviewed on the basis of the evidence originally provided in the Applicant Assessment Tool, or identified by the assessor on the visit.

We will appoint an independent assessor to undertake a Stage 1 Appeal Review. This will include reassessment of evidence, which you will be required to submit. We will inform you of the documents required. Reassessment may also include discussions with the applicant.

You will receive notification of the outcome of the Stage 1 Appeal Review within **one calendar month** of the date of the review being completed. If we are unable to meet this schedule we will contact you to let you know why we are unable to give a decision within that time.

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### Stage 2 – An Appeal to the Independent Panel

If, after you have received the outcome of the Stage 1 Appeal, you believe that your case has still not been properly considered you can appeal to the Independent Panel. You must make this appeal within **one calendar month** of the date of the letter notifying you of the result of your Stage 1 Appeal.

We will let you know the date of the next Appeal Panel meeting when we acknowledge your appeal and you will be given the opportunity to present in person your case to this Panel.

An Appeal Panel is made up of three members of the Independent Panel, which oversees the impartiality of G4SAS as a Certification Body.

The Panel is comprised of senior, experienced people who have a background in public service and consumer interests. They are independent and not a part of G4SAS and are completely free to overturn the Stage 1 decision.

You will be required to submit a document setting out the grounds for appeal, which must be presented on no more than five sides of A4.

The appeal will be rigorously scrutinised by the Panel, so you must make it clear why you consider that there has been an injustice in the handling of your Stage 1 Appeal. An expression of dissatisfaction or discontent will not be sufficient to merit an appeal. The Appeal Panel will not review the original evidence, but consider the reasonableness of the Stage 1 outcome.

The result of this appeal will be issued to you within **15 days** of the Independent Panel meeting. Once issued the Panel's decision is final and cannot be altered, and the Panel will not be available to discuss its decision.

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## **An Appeal Following Suspension or Withdrawal of Customer Service Excellence/Charter Mark Certification**

You may appeal against the decision by G4SAS to suspend or withdraw your certification against the Customer Service Excellence/Charter Mark Standard. You must make this appeal within **one calendar month** of the date of the letter notifying you of the Suspension or Withdrawal of your Customer Service Excellence/Charter Mark certification.

We will let you know the date of the next Appeal Panel meeting when we acknowledge your appeal and you will be given the opportunity to present in person your case to this Panel. The Suspension or Withdrawal Appeal Panel will be constituted of those members of the Independent Panel who did not sit on the original Suspension/Withdrawal Panel.

You will be required to submit a document setting out the grounds for appeal, which must be presented on no more than five sides of A4.

The appeal will be rigorously scrutinised by the Suspension/ Withdrawal Appeal Panel, so you must make it clear why you consider that there has been an injustice in the handling of your Suspension or Withdrawal of Certification.

The result of this appeal will be issued to you within **15 days** of the Panel meeting. Once issued the Panel's decision is final and cannot be altered, and the Panel will not be available to discuss its decision.

If you have any questions about the appeals process please contact the **G4SAS team on 0845 300 5172**