


envirosense®

Disputes & Appeals Procedure

Document Ref.	DR-004
Date of Approval	3 Jan 2025
Version	1
Document Owner	Robin Askey
Approval Signature	

Disputes & Appeals Procedure

Purpose and Scope

This document applies to all EnviroSense ISO 17029 verification and validation services and outlines the procedures for handling disputes and appeals related to certification decisions.

Procedure

To submit a dispute or an appeal, please email info@envirosenseltd.co.uk and provide:

- A clear description of the dispute/appeal
- Objective evidence supporting each aspect of the dispute/appeal
- The name and contact information of the person submitting the dispute/appeal

All disputes and appeals submitted to EnviroSense undergo a comprehensive investigation to ensure fairness and transparency. If you wish to dispute a certification decision, please refer to Section A – Disputes Procedure. If you are not satisfied with the resolution of a dispute or complaint and wish to escalate the matter, please refer to Section B – Appeals Procedure.

All appeals must include objective evidence to support the claim and an agreement to cover any costs related to the Appeal Committee meeting, as determined by EnviroSense and approved by the Managing Director.

• Section A – Disputes Procedure

1. Acknowledgement of receipt will be sent to the person or organisation submitting the dispute within two weeks
2. The Managing Director, or a designated representative of theirs, will assign the dispute for investigation within the certification team
 - The investigation's individual must not have been involved in the original decision-making process to ensure impartiality
3. The investigation may include:
 - A review of the document disputed and relevant reports
 - Consultation with applicable verification and validation team members
 - Discussions with the person or organisation raising the dispute

If a dispute is submitted in a language other than English, EnviroSense and the complainant will mutually agree on the communication language. The final decision of the investigation will be documented and formally communicated in writing to the person or organisation that raised the dispute within two weeks of the decision.

If the complainant is unsatisfied with the decision, they can appeal through the Appeals Procedure (Section B).

• Section B – Appeals Procedure

1. Acknowledgement of receipt will be sent to the person or organisation submitting the dispute within two weeks, confirming their right to present their case in person before the Appeals Committee
2. The appellant will be informed of:
 - The date when the appeal will be heard

- The composition of the Appeals Committee

The appellant has the right to object to the committee's composition. Any objections will be reviewed by the Impartiality Board Chairman, who will decide whether adjustments are necessary.

3. The Appeals Committee will evaluate the appeal based on:
 - Written reports from the appellant
 - Additional testimony or presence of the decision-making source, if required
4. The Committee will analyse the evidence and submit a recommendation to the Directors, who will make the final decision
 - All deliberations will be documented for transparency

The appellant will receive written notification of the appeal outcome within two weeks of the decision and within three months of submitting the appeal.

- **Further Action**

If you are not satisfied with EnviroSense's resolution, you may escalate your concerns by contacting our appointed Ombudsman, Roger Penzance at RPenzance@gmail.com.