

1.0 Purpose

This policy outlines the procedure for members to appeal a decision made by the Association in relation to any aspect of the ARCA Site Audit Accreditation Scheme or audits conducted as part of the scheme.

1.1 Policy Statement

The Association welcomes appeals from members who feel a decision has been made in error or is unfair. The appeals process provides an opportunity for the Association to review our procedures and decisions to ensure we are operating optimally, fairly, and in line with industry best practices. Member feedback helps us continually improve the Audit Accreditation Scheme for all participants.

2.0 Scope

This policy applies to appeals submitted by Association members regarding:

- Audit scores or ratings
- Audit findings or interpretations
- Additional audits required
- Any other decisions relating to the Audit Accreditation Scheme or audit process

Appeals may be submitted on grounds such as unfair treatment, incorrect application of standards, failure to consider new evidence, etc.

3.0 Appeals Procedure

3.1 Submitting an Appeal

If a member disagrees with a decision made during or after an audit, a written appeal may be submitted to the Association's Site Audit Scheme Manager within 14 days of the audit date or decision. Appeals should be sent to audit@arca.org.uk and addressed to the Site Audit Scheme Manager.

The appeal should specify:

- The audit criteria or decision being appealed
- Relevant background details
- Rationale supporting the appeal
- Any evidence supporting the member's position

3.2 Review Process

Upon receiving the written appeal, the Site Audit Scheme Manager or their nominee will investigate the matter by:

- Reviewing audit documentation
- Consulting with the auditor
- Interviewing the member and other relevant parties
- Assessing any evidence provided

3.3 Decision

Within 7 days of completing their review, the Site Audit Scheme Manager or their nominee will email the member with a decision to either:

- Uphold the original decision in full or in part
- Overturn the original decision in full or in part
- Request further investigation before making a final decision

The decision will provide a rationale explaining the outcome. If the original decision is overturned, ARCA's corrective actions will be outlined.

3.4 Final Appeal

If dissatisfied with the Site Audit Scheme Manager or their nominee's decision, the member may submit a final appeal to the Association's Membership Committee within 7 days. The final appeal should explain why the member disagrees with the decision and provide any additional supporting evidence.

The Membership Committee will email their final decision within 14 days of receiving the final appeal. The Membership Committee's decision is final.

4.0 Outcomes

Possible outcomes of a successful appeal may include:

- Amendment of the audit score or rating
- Arrangement of a new audit
- Other corrective actions as appropriate

5.0 Confidentiality

All information disclosed in relation to appeals will be treated as confidential.

6.0 No Retaliation

Submitting an appeal will not negatively impact the member's standing with the Association or prejudice the relationship in any way.