

Annex B - Withdrawal of the right to use the CSCS Logo



The following procedure will be used in situations where a concern is raised over an Alliance member and its compliance with the CLC Requirements or other such matter that conflicts with the rules of the use of the CSCS logo as described in the CSCS One Logo License Agreement;

Steps will be taken to ensure the concern is dealt with by the appropriate person. If the concern relates to compliance with the CLC Requirements, then the case will be referred to the Independent Auditor for investigation. All other concerns will, in the first instance be referred to and dealt with by the CSCS Operations Manager. To be completed within 3 working days of the concern being raised.

3 working days

A check will be carried out by the relevant person to determine whether the concern is valid and should be investigated. To be completed within 5 working days of the previous step being completed.

8 working days

Where a concern is not considered valid:

3.1. the complainant (where feedback was requested) will be informed why the concern will not be dealt with as a complaint.

3.2. if relevant, the complainant will be referred to any other authorities or organisations that may be able to help.

13 working days

To be completed within 5 working days of the previous step being completed.

OR

Where a concern is considered valid:

4.1. full details of the concern and the complainant will be obtained

4.2. the complainant will be informed that they can be provided with either a brief explanation of the outcome of any decision or the reasons why no action has been taken 4.3. If feedback is requested their full contact details will be taken.

To be completed when satisfactory detail of the complainant and their concern has been provided by the complainant. (10 working days for complainant)

23 working days

If the concern is considered valid then the relevant person will fully investigate the concern. To be completed within 15 working days of the previous step being completed.

38 working days

If the response received from the Alliance member being investigated acknowledges the issue(s) raised and satisfactorily deals with the concern:

5.1. the complainant and/or any third party will be informed of the outcome where feedback has been requested.

5.2. any relevant written information received from the Alliance member will be retained

5.3. details of all the action taken and the outcome achieved will be recorded

To be completed within 5 working days of the previous step being completed.

42 working days

If the response received from the Alliance member being investigated does not deal with the concern satisfactorily:

7.1. the relevant person will seek clarification from the Alliance member if necessary and record this action. If more time is required to complete the investigation, this will be agreed with the Alliance member

7.2. the CSCS Chief Executive will inform the Alliance member that their right to use the CSCS logo is suspended until the matter has been considered by the CSCS Board.

7.3. the CSCS Board will consider the recommendation by the CSCS Chief Executive to withdraw the Alliance members right to use the CSCS logo.

7.4. if agreed by the CSCS Board the CSCS Chief Executive will inform the Alliance member that their use of the CSCS logo shall be withdrawn immediately until such time the issue has been resolved

To be completed within 28 working days of the previous step being completed.

70 working days

8

The Alliance member may appeal against the said decision to an independent appeals body pursuant to and in accordance with the Service Rules for the resolution of appeals from disputes relating to United Kingdom Certification Mark 00003442193 CSCS in Classes 37 and 41 (CSCS.uk.com/ServiceRules), whose ruling shall be final.