



Quality Welsh Food Certification Ltd

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QWFC Appeals Procedure

1. Right to Appeal

A Client, or Applicant, has the right to Appeal a decision of QWFC Ltd. The Appeal shall be made, in writing, stating the grounds for doing so to the **Accreditation Manager** within **28 days** of being informed of the decision.

2. Initial Review

The **Executive Director** will review the decision, with the involvement of any appropriate staff or committees, and inform the Client or Applicant of the outcome.

3. Notice of Appeal

If the Client or Applicant is not satisfied with the outcome the Initial Review they may, refer the matter in writing stipulating reasons, to the **Chairman of the Governing Board** within **14 days** of being officially informed of the decision. The **Chairman of the Governing Board** shall appoint a Panel to hear the Appeal & the decision of the QWFC Ltd shall stand pending any meeting of the Appeal Panel

****4. The Panel***

The Panel shall comprise a Chair and two members of the Governing Board, none of whom shall have any Conflict of Interest or Commercial Interest in the subject of Appeal. A meeting of the Panel shall normally be held within **30 days** of the receipt of the notice of Appeal at which representatives of QWFC and the Appellant shall be entitled to be heard in confidence.

The Appellant shall be given at least **14 days'** notice of the constitution of the Appeal Panel, the time and the place of the meeting. '

The Appellant has the right to:

- State objections to the constitution of the Appeal Panel. Such objections shall be lodged, in writing & stipulate reasons for the objection, with the Chairman of the Governing Board at least **7 days** before the scheduled date for the meeting of the Panel. The Appellant's objections to the constitution of the Appeal Panel will be considered by the Chairman of the Governing Board who will decide whether or not to accept them and amend the constitution of the Panel accordingly. The Appellant will be informed in writing of the decision and of a new date for the hearing of the Appeal.
- Have the hearing conducted in Welsh or English. Any such request should be made to the Chairman of the Governing Board when giving 'Notice of Appeal'
- Be accompanied by a friend; relative or employee in a supporting role providing there is no potential Conflict of Interest. Any such request should be made to the Chairman of the Governing Board when giving 'Notice of Appeal'

The Decision

The Appeal Panel will consider its decision based on evidence submitted by both parties. The decision of the majority of the Appeal Panel as declared by its Chair shall be final, and the Appellant notified in writing within **7 working days**