



Trader Recycling Universal Standard

Appeals Policy & Procedure. Membership and Certification

Introduction

1.1 Purpose

This policy and procedure ensures that TRUST forum has a fair and effective set of arrangements in place for dealing with appeals in respect of application for TRUST membership and certification.

The purpose of this policy is to ensure that TRUST is a fair organisation, meeting all relevant legal requirements, upholding the principles of treating all applicants fairly and consistently and ensuring that lawful, non-discriminatory and effective arrangements are used in dealing with appeal hearings.

2. Appeals Procedure

2.1 The right of appeal

Applicants will have the right of appeal in the following circumstances only

- Application for certification
- When certification is not recommended as a result of audit (and any subsequently supplied material/evidence) not reaching required standards

2.2 Grounds for appeal

Appeals may be made on various grounds, including, but not limited to; new evidence, inconsistency of information or other and apply solely in circumstances as defined at 2.1.

Any new evidence to be considered at the appeal stage should be included with the appeal in written submission. Where new evidence is submitted, the applicant should state clearly what the evidence is and why it is believed that it would alter the original decision.

2.3 Lodging an appeal

An applicant/organisation who wishes to lodge an appeal should do so in writing, within fourteen working days of receiving written notice of the decline for membership/certification.

The letter of appeal should give the relevant reasons and provide any new statements and documentation. Following this notification, the TRUST administrator will arrange an appeal hearing.



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2.4 Authority to hear an appeal

A 2nd TRUST panel will be established for this purpose to ensure impartiality. A suitably senior delegate, who has not previously been formally involved in the application and who will be accompanied by a note taker, will chair an appeal panel meeting.

2.5 Documentation

All parties at the appeal hearing will have available the following documents: -

- the letter of appeal and information submitted by the applicant organisation
- a copy of the original application and supporting material
- audit report (certification appeals)

After the appeal hearing the applicant organisation will be advised in writing of the outcome within 14 days.

2.6 Possible outcomes

The panel hearing the appeal will reach a decision based on their findings on the documentation and the submissions from the applicant organisation.

The decisions will be:

- The appeal is upheld; the original decision will be overturned
- The appeal is not upheld; the original decision remains.

2.7 Unsuccessful appeal against application/certification

On conclusion of the outcome of the appeal hearing, there is no further right of appeal

Definitions

TRUST Forum	TRA CRA and charities/associated professional bodies and affiliates
Membership	Merchant application to TRUST to enter certification process
Certification	Merchant awarded after successful audit