

Appeals and Complaints

Appeals

An applicant may appeal against a decision of the Foundation either to grant a Fairbanking Mark with a particular star rating, or not to grant or to withdraw a Fairbanking Mark. The Foundation will then follow the process outlined below:

- An appeal will be formally acknowledged in writing via mail or email by the Chief Executive within 5 working days of receipt.
- The appeal will be reported to the Chairman of the Fairbanking Impartiality Committee (FICO) within 5 working days of receipt and to the next meeting of the FICO.
- The Chairman of the FICO will determine whether the appeal warrants further investigation. If it does, then the Chairman of the FICO will appoint either one of the FICO members, or other competent person to investigate the decision of the Foundation and to recommend to the Chief Executive whether to uphold or reject the appeal.
- The Chief Executive will then decide whether to accept this recommendation.
- The Chief Executive will inform the appellant in writing of the outcome of the appeal.
- The Foundation will aim to complete its investigations into any appeal it receives within 6 months of receipt.

Complaints

A formal complaint is any written expression of dissatisfaction (other than an appeal)

- received by the Foundation from any person or organization
- relating to the product certification activities of the Foundation
- where a response is expected.

Any complaints received from customers that relate to the product itself, and not to the product certification activities of the Foundation, will be forwarded to the product provider.

The Foundation will follow the process outlined below to investigate formal complaints:

- The complaint will be formally acknowledged in writing via mail or email by the Chief Executive within 5 working days of receipt.
- The Foundation will aim to complete its investigations into the complaint within one month of receipt.
- Should this investigation require additional time then the Chief Executive will advise the complainant of this, and will provide a revised timescale.
- On completion of the investigation into a complaint, the Chief Executive will inform the complainant in writing of the outcome, including where necessary, any corrective actions and opportunities for improvements which have been identified.
- The complainant may appeal the decision of the Chief Executive to the Chairman of the Board of Trustees.