cscs 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 a CSCS Alliance member and its compliance with the CLC Recommendations or other such matter that conflicts with the rules of the use of the CSCS mark as defined in the CSCS License Agreement;

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0	Steps will be taken to ensure the concern is dealt with by the appropriate person. If the concern relates to compliance with the CLC Recommendations, 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 Director of Communications of the Licensor. To be completed within 3 working days of the concern being raised.	3 working days
2	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
3	 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. To be completed within 5 working days of the previous step being completed. 	13 working days
	OR	
4	 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 	23 working
	been provided by the complainant. (10 working days for complainant)	days
5	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
6	If the response received from the CSCS 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
	to be completed within 5 working days of the previous step being completed.	uays
Ż	If the response received from the CSCS 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 CSCS Alliance member 7.2. the Chief Executive of the Licensor will inform the CSCS 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 Board of the Licensor will consider the recommendation by the CSCS Chief Executive to withdraw the CSCS Alliance member's right to use the CSCS logo.

7.4. if agreed by the Board of the Licensor the Chief Executive will inform the CSCS 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



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.