

BLUE FLAME CERTIFICATION LTD
COMPLAINTS AND APPEALS PROCESSES

Complaints

Where there is cause to raise a complaint against Blue Flame Certification Limited, its employees, clients or representatives please send the details in writing to the listed address or via email to admin@blueflamecertification.com.

All complaints will be acknowledged and correspondence will be treated confidentially.

Where complaints are received against clients of Blue Flame Certification Limited, these will be initially investigated by Blue Flame Certification Limited. The client will be informed at an appropriate time. Where necessary, to further investigate the complaint, a visit may be required which will be carried out by Blue Flame Certification Limited.

Appeals

Where there is cause for an appeal against a decision made by Blue Flame Certification Limited or any of its representatives, details including contact details should be submitted to the Scheme Manager who will invoke the Blue Flame Certification Limited appeals procedure.

The decision of the appeals panel will be final and the appellant will be informed of its decision by Blue Flame Certification Limited.

Richard Payne



Scheme Manager

Blue Flame Certification Ltd

01/09/2014