

# IP20 Appeals and dispute resolution v3

Last edited 20/04/2018

Appeals must be made within 10 days of the date of a decision and submitted in writing (email or letter) to CompetentRoofers, to include evidence for the basis of the appeal. Letters should be sent to CompetentRoofers, 31 Worship Street, London, EC2A 2DY. Emails should be sent: [admin@competentroofers.co.uk](mailto:admin@competentroofers.co.uk). Appeals made after this date will not be considered.

The appeal should include:

- Evidence for the appeal
- Contact details of the appellant
- Who the appeal is against
- The decision closure reference (if applicable)

Appeal acknowledgement email **ECE??** attaching EP20 will be issued within 10 working days of receipt

The General Manager is internally notified by email of the Appeal within five working days

The General Manager investigates the appeal based on the evidence provided creating a case file within 15 days of receipt of the appeal to CompetentRoofers (within 10 days of being internally notified)

The General Manager determines whether the decision will be upheld within 20 working days of receipt of the appeal to CompetentRoofers (within 15 days of being internally notified)

The General Manager provides the decision in writing on whether it is upheld within 30 working days of the appeal being received by CompetentRoofers (within 25 days of being internally notified)

Appellant satisfied

Appellant not satisfied

The appellant must notify CompetentRoofers in writing by either email to [admin@competentroofers.co.uk](mailto:admin@competentroofers.co.uk) or letter to: CompetentRoofers 31 Worship Street, London, EC2A 2DY, within 10 working days of receipt.

The General Manager is notified by email of the Appellant disputing the decision within five working days. Acknowledgement of receipt is issued by email **?ECE?** attaching EP20 to the Appellant within 10 working days

The General Manager ensures the case file is an agenda item (EF07a) for review and vote at the next scheduled CompetentRoofers Oversight Committee

The CompetentRoofers Oversight Committee Meeting occurs and the appeal is reviewed and the Director decision voted upon. The CompetentRoofers Oversight Committee decision is final.

The General Manager informs the Appellant of the decision in writing within 10 working days of the meeting date

Case Closed