



Healthyliving Award Appeals Procedure for Award Applicants

The Healthyliving Award is a Scottish Government funded initiative, delivered by Consumer Focus Scotland.

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Right to Review and Appeal

An Award Applicant has the right to request a review of any decision taken by the Awarding Body in relation to an Award, for example, the refusal to grant an Award or the withdrawal of an Award. This procedure explains how the Healthyliving Award appeals procedure works.

The appeals procedure comprises a number of stages and can be used for decisions relating to the Assessment and Quality Assurance processes.

Stage 1 – Request for Review

- If an Applicant is unhappy with the outcome of an assessment visit or quality assurance inspection they have 14 days in which to request that the decision be reviewed.
- The Applicant must write to the Project Manager, Healthyliving Award, Consumer Focus Scotland, Royal Exchange House, 100 Queen Street, Glasgow, G1 3DN stating their concerns and reasons for requesting the review.
- The Project Manager will consider the request for review and will take appropriate action. This may include the re-assessment of the Applicant's establishment.
- The Applicant will be notified of the outcome of the review within 14 days.

If the Applicant is not satisfied with the outcome of the review they should proceed to Stage 2 of the appeals procedure.

Stage 2 – Notice of Appeal

- If the Applicant is not satisfied with the outcome of the review, they have the right to appeal the review decision.
- To appeal, the Applicant should submit a written **notice of appeal** to the Appeals Board, Healthyliving Award, Consumer Focus Scotland, Royal Exchange House, 100 Queen Street, Glasgow, G1 3DN within 14 days of receipt of the review decision.
- The Appeals Board is an independent body, which will conduct the appeal. This will include reviewing the outcome of the initial assessment and review process; the Appeals Board will decide whether further investigation is appropriate.
- The Appeals Board shall inform the Applicant of the outcome of the appeal within 30 days of receiving the notice of appeal.
- The Appeals Board's decision is final.
- Throughout the appeal process the Awarding Body's original Award decision will stand.