

EP20 Appeals Process v2

Last edited 01/04/2019

Appeals must be made within 10 working 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@competentroofer.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)

An appeal will be acknowledged in writing within 2 working days of receipt

An independent appeals investigator will be appointed to investigate the appeal and provide the decision in writing on whether it is upheld within 30 working days of the appeal being received by CompetentRoofers

Appellant satisfied

Appellant not satisfied

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

Acknowledgement of receipt in writing is issued to the appellant within 10 working days

The independent appeals investigator ensures that the appeal case file is an agenda item for review and vote at the next scheduled CompetentRoofers Oversight Committee

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

The Oversight Committee Chairperson for CompetentRoofers informs the appellant of the decision in writing within 10 working days of the meeting date

Case Closed