



## **Carbon Trust Accredited Supplier scheme & Green Business Directory**

### **Application appeals process**

Version 2

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## **TERMS AND DEFINITIONS**

### *Applicant*

The organisation applying to become a Carbon Trust Accredited Supplier and appealing the result of the assessment.

### *Accredited Supplier Scheme Manager*

Day to day scheme manager who is assigned to review unsuccessful applications and/or appeals.

### *Accredited Supplier Scheme Director*

The individual at Carbon Trust who is ultimately responsible for the Accredited Supplier scheme and represents the highest level of review for appeals.

### *Carbon Trust Accredited Supplier Scheme or Green Business Directory*

The Carbon Trust Accredited Supplier scheme is the UK's market-leading scheme for high quality energy efficient equipment and renewable technology suppliers. The Carbon Trust Accredited Supplier scheme provides independent validation and recognition of a supplier's skills and services - a much needed and trusted quality standard in a crowded and fast growing market place.

### *Carbon Trust Accredited Supplier*

Carbon Trust Accredited Suppliers have met or exceeded criteria set by the Carbon Trust designed to examine their capability to deliver thoughtful, well-designed energy efficient and renewable energy systems. Carbon Trust Accredited Suppliers are listed via the Green Business Directory.

### *Working Day*

Any day other than Saturday, Sunday or a public holiday in the UK and Ireland.

## **CONTEXT**

Carbon Trust Accredited Supplier Scheme applicants are independently assessed by the Carbon Trust and must meet or exceeded criteria designed to examine their capability and proven track record of delivering thoughtful, well-designed energy efficient and renewable energy systems. The accreditation scheme provides successful applicants with differentiation in a crowded market. It is recognised that for unsuccessful applicants feedback is essential and occasionally opinions can vary. As such, Carbon Trust is committed to dealing with appeals in a fair and impartial manner. This Appeals Process details our approach to appeals, how to submit an appeal and what you can expect of us in handling appeals.

## **SCOPE & APPEALS PROCESS**

The purpose of this Appeals Process document is to outline a process for appeal against a decision made by the Accredited Supplier Scheme team in relation to an unsuccessful application.

Applicants will be informed by the Carbon Trust team that their application has been unsuccessful, and will be notified of the criteria which have not been met / evidenced.

Applicants must appeal the decision in writing within 10 Working Days of communication of the assessment result. Appeals can be deemed appropriate for review by Carbon Trust only on the grounds that there is additional evidence that proves Carbon Trust criteria have been fulfilled. Applicants contacting the Carbon Trust outside of the 10 Working Day limit will be advised to re-submit an application no sooner than 3 months from the date of initial application (a period sufficient to allow for adaptation to meet Accredited Supplier criteria).

Appeals will not be deemed appropriate for review if they simply represent a difference of opinion with the assessor and if no additional evidence can be provided. Appeals need to identify an error in the original process or reasons why an applicant meets the Accredited Supplier key criteria substantiated by the original information submitted or new information.

On receipt of an applicant appeal or escalation the Accreditation Scheme Manager will acknowledge receipt of the appeal/escalation within 5 Working days. Carbon Trust will then review the appeal/escalation and respond to the applicant within 10 Working days of acknowledging receipt.

## **APPLICATION & APPEALS PROCESS**

- 1. Application:** All applications are reviewed by a member of Carbon Trust's technical team, and an Accredited Supplier Scheme Manager. The Scheme Manager will inform unsuccessful applicants of the decision.
- 2. Appeal:** The Accredited Supplier Scheme Manager will review any additional evidence provided upon appeal before reviewing the original decision.
- 3. Escalation:** Should the applicant appeal the decision of the Accreditation Scheme Manager, the appeal will be escalated to the Accreditation Scheme Director. The decision of the Accredited Supplier Scheme Director is final.