

WRAS Complaints Process¹

- 1.1 WRAS has a complaints process for the resolution of disputes regarding decisions that WRAS makes on the following matters:
 - i. Refusal to grant an Approval,
 - ii. Suspension or withdrawal of an Approval
 - iii. Conditions attached to an Approval,
 - iv. Other aspects of the WRAS Approval Scheme,
- 1.2 If the Applicant / Approval Holder disputes a decision that is subject to the complaints process the Applicant / Approval holder agrees to refer the dispute to the complaints process. The Applicant / Approval holder shall not seek any other remedy (including commencing any court proceedings) until the Applicant / Approval holder has exhausted the complaints process.
- 1.3 To refer a dispute to the complaints, process the Applicant / Approval Holder shall notify the WRAS Approvals Manager in writing setting out why the Applicant / Approval Holder disputes the relevant decision.
- 1.4 Where a dispute is referred to the complaints process WRAS and the Applicant / Approval Holder shall comply with the following process:

Stage 1: The WRAS Approvals Manager will review the complaint and take such action as he or she considers appropriate to resolve the complaint. If appropriate this may include suspending the disputed approval until sufficient evidence is provided to allow a resolution / conclusion of the complaint.

The complainant will be notified of the outcome of the investigation. However, it should be noted that due to confidentiality and GDPR obligations, WRAS will not share approval holder or applicants' confidential information with third parties. This includes designs, test requirements, or test reports. The WRAS terms and conditions ([WRAS.Cust-401](#)) include confidentiality requirements to protect applicants' and approval holders' confidential information. This restricts what WRAS is permitted to share with third parties, unless express permission is provided.

Stage 2: Where the Applicant / Approval Holder is not satisfied with the outcome of Stage 1, the Applicants/Approval Holders shall write to the Managing Director of WRAS setting out details of the complaint and why the Applicant / Approval Holder is not satisfied with the outcome of Stage 1. The Managing Director shall review the complaint and take such action as he or she considers appropriate to resolve it.

Stage 3: If an Applicant/Approval Holder is dissatisfied with the way a complaint has been dealt with by the Managing Director, the Applicant/Approval Holder shall request a review by the WRAS Chair. The Chair may appoint a panel with relevant experience to investigate the complaint and make a recommendation. The WRAS Chair shall take such action as they consider appropriate to resolve the complaint.

Each stage of the complaints process shall be complete when the WRAS decision-maker responsible for that stage provides a written notice to the Applicant / Approval Holder setting out the action he or she considers appropriate to resolve the complaint and confirming that stage of the complaints process has been completed.

¹ Extracted from Section 25 of Terms & Conditions of the WRAS Approval Schemes (WRAS.Cust-401)