

Appeals Policy

Grounds for appeals

If you are dissatisfied with the decision made following your assessment, you have the right to appeal. The grounds for appeals are:

1. A procedural irregularity in the conduct of the assessment.
2. Papercycle's standards and policies weren't followed.
3. An error in the interpretation of the laboratory test results.
4. There is evidence of bias or prejudice.

We will consider appeals that fall within one or more of the above grounds. Appeals on any other grounds will not be considered and we will not accept as valid appeal points any of the following:

1. The appellant appeals the decision because they carried out an assessment outside the Papercycle process and their product or material was deemed recyclable.
2. The appellant disagrees with the:
 - a. Assessment methodology.
 - b. Criteria applied.
 - c. Laboratory testing procedure.
 - d. Selected laboratory testing facility.
 - e. Papercycle evaluation framework.
 - f. Parameters and thresholds set by Papercycle for the interpretation of the results.
3. The appellant appeals the decision because the evaluation criteria and thresholds for passing the test were not disclosed in advance of the assessment being carried out.
4. Lack of awareness of the process and associated timescales
5. The appellant questions the quality of the work, service provisions and/or robustness of the assessment process, except if under one of the four grounds for legitimate appeal outlined below.
6. Any unsubstantiated allegations of general unfairness

The points in list above, which is not exhaustive, are not considered valid grounds for an appeal and are examples of reasons why an appeal is not upheld and is rejected.

Appeals process

You must submit your appeal in writing via the '[Contact us](#)' form on our website or via email at papercycle@paper.org.uk. You must clearly state the ground(s) for your appeal and you are strongly advised to produce evidence in support of your appeal. A clear explanation as to



why you are dissatisfied with the decision should be provided and your appeal should encompass all matters that you would like to be considered. It is your responsibility to provide evidence to support your appeal. Papercycle cannot obtain evidence on your behalf.

Who can raise an appeal

Appeals should be raised by the registered individual. An appeal raised by a third party will only be considered with written authorisation and valid reasons for the third party to act as your representative.

Timescales

There are time limits within which you can appeal. Appeals must be made within one calendar month from the date the decision is made. Appeals received beyond this timeframe will be deemed out of time and will not be taken forward for consideration. We will acknowledge your appeal within 5 working days. If you do not receive this acknowledgement, please email us. We will write to you within 10 working days and indicate our views on the validity of the grounds of appeal. We aim to respond to your appeal within 15 working days. However, it may take longer depending on the appeal and complex cases may take longer to complete. If this is the case, you will be informed of the extended timeframe.

Review of appeals

If there are valid appeal points, our response will be based on the written evidence you provided when you submitted your appeal, which will be reviewed by a panel consisting of CPI staff and external advisors. To allow us to investigate fully, we will liaise externally before responding to you, so please be aware that the information that you send us will also be shared with third parties.

Retesting of products/materials

If you want to have a product or material reassessed, then we may agree to re-test the product at your cost. If this is your intention, please contact us to discuss. If the results of the retest differ materially from the original test, we will refund you the costs of the retest in full. Any retest should follow the Papercycle assessment process and any assessments that fall outside this process will not be considered.

Date: May 2023