

# Appeals and Review Procedure

GSQA-REV-002 · 2.0 · 2026-10-19

## 1. Scope and entitlement to apply

An entitled entity or authorised representative may seek review of a non-award, procedural closure, suspension, revocation or other decision affecting its own record. General public questions may first use complaints or correction; they need not be presented as a review by the applicant.

## 2. Application deadline

Apply within 30 calendar days of receiving the formal decision, identifying the decision, receipt date, disputed provision, reasons and evidence. Explain late filing. Procedural issues such as non-receipt of notice or system failure are examined separately.

## 3. Acceptance and response

Explain acceptance or further information required within 5 working days. Normally respond within 30 calendar days after the file is complete. For a complex case, give reasons for one extension, normally no longer than 30 calendar days, and state the next specific date.

## 4. Independence and outcomes

Personnel not involved in the original verification or decision handle the review. The outcome upholds, changes or returns the matter for further verification, with reasons. Review is free; applying does not activate, extend or restore an award.

## 5. Who may apply

Applicants, award holders and their authorised representatives may request review of specific decisions affecting their application or award. Identify the decision and reasons. Public complaints and product enquiries use other procedures and do not require access to the applicant's private decision file.

## 6. Deadline and required evidence

Submit within 30 calendar days after receiving the decision. A late request must explain the delay for an admissibility assessment. Provide the decision number, receipt date, entitlement, grounds and supporting material. Late-filing reasons are assessed procedurally; submission does not guarantee acceptance.

## 7. Submitting a review request

Use the secure channel corresponding to the application, confirm applicant identity and representative authority, and briefly identify the disputed finding or procedural issue. Supporting material must be traceable to the relevant report or requirement. No fee is payable to Gold Standard Quality Awards for requesting review.

## 8. Independent review

Personnel who did not participate in the original technical verification or decision consider the grounds, evidence and necessary explanations and issue a reasoned outcome. Requesting review does not activate an award, extend validity or restore a suspended mark licence.

## 9. Outcome and other rights

The review outcome states whether the decision is upheld, changed or returned for further action. Update public records or licences through the prescribed procedure where affected. Other rights preserved by mandatory law are not removed by this procedure.

## 10. Records, handling and corrections

Keep the application or case number, specific product and market, version applied, documents and page references, responsible personnel, material dates, reasons and formal notices relevant to this document. Handle personal data and trade secrets under access controls. Questions about a record may be raised through information correction, complaints or review by an entitled applicant. Submission alone does not change an existing decision or licence. The formal notice and current record govern the outcome.

## 11. Effective date, application and versions

Version 2.0 was published and took effect on 19 October 2026 and applies to relevant matters formally submitted after that date. Retain the original snapshot and rules for existing applications; notify substantive changes separately and apply transitional arrangements. Do not retrospectively add new conditions to historical decisions. Web and downloadable texts must agree. Identify superseded versions and record name or wording corrections separately from substantive amendments.