

Information Correction and Mark-Use Reports

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1. Classifying reports

Textual and contact-detail errors, substantive scope changes, use of the mark outside its scope and other quality issues are registered separately. Technical changes are referred to the relevant verification procedure and cannot bypass it through a textual correction.

2. Evidence and action

Provide the record number, page address, photographs and specific discrepancy. The relevant facts and authority are checked. Once confirmed, action may include correcting the record, contacting the parties concerned or initiating a status assessment, with reasons and versions retained.

3. Responses to the public

Acceptance and outcomes are notified within the public-feedback time limits. Unverified allegations are not published as findings. Confidential information is disclosed only to entitled parties; public corrections are limited to what is necessary.

4. Check the representation first

Where a number is available, check the model, target market and current status in the public record first. A report can also be made without a number; no number should be invented. A search returning no result does not, by itself, establish intentional misuse.

5. Examples of matters to report

Examples include using the mark without an award record, applying it to an unlisted model, overstating market coverage, continuing use after the licence ends, altering a certificate, falsely claiming government endorsement or charging in the name of Gold Standard Quality Awards. Describe the issue actually observed and where it appears.

6. Supporting material

Provide the source link, product information, relevant numbers and discovery date, with screenshots where needed. Preserve the page or context necessary to establish the original representation. Do not

submit unrelated personal information or documents that cannot lawfully be shared.

7. Verification and action

The representation is compared with the record. Explanations may be requested, and corrections or other action considered. Feedback provides a lead for investigation, not a public determination. Temporary measures may be taken under the rules for urgent or material matters.

8. Following up a report

Retain the receipt number to submit further evidence or enquire about progress. Confidentiality and the rights of parties may limit disclosure of investigative information. Making a report does not authorise a third party to alter an award record or create Gold Standard Quality Awards certificate or mark files.

9. Information eligible for correction

Spelling errors, mismatched images and inaccurate display fields may be reported through this channel. Changes to product configuration, model scope, target market or technical findings must follow the formal change procedure. Treatment depends on the substance of the change, not its label.

10. Identify the error

Provide the page link or award number. Identify the incorrect item, what is currently displayed, the proposed correction and the reason. Precise identification assists verification and prevents unintended changes to other correct information.

11. Submit supporting documents

Authoritative sources or supporting documents may be provided. A request from an award holder may require confirmation of authority. Members of the public may also report obvious errors. General public forms do not require unrelated material such as identity documents or non-public technical reports.

12. Checking and updating

Correction requests are checked against evidence and authority. Appropriate history is retained for material changes, which may require technical review. Corrections must not covertly extend award scope, delete adverse status history or substitute test evidence belonging to another product.

13. Confirming the outcome

The receipt number identifies the request. Where a response can be provided, the outcome explains the action taken or why no correction was made. Disputes about formal decisions should use reconsideration, rather than repeated submission as a textual error.

14. Records, administration and correction

For matters covered by this document, records must retain the application or case number, specific product and market, version used, documents and page references, responsible personnel, material dates, reasons and formal notices. Personal information and trade secrets are handled according to access permissions. Questions about a record may be raised through correction, complaint or reconsideration channels available to an entitled applicant. Submission alone does not alter an existing decision or licence. The outcome is determined by the formal notice and current record.

15. Effective date, application and version control

Version 2.0 of this document is published and takes effect on 19 October 2026. It applies to relevant matters formally submitted after that date. Existing applications retain their original snapshot and rules. Material changes are notified separately and handled under transitional arrangements; new conditions are not retrospectively inserted into historical decisions. Website and downloadable texts must agree. Superseded versions identify their replacement, and name or wording corrections are recorded separately from substantive amendments.