

TLWG Auditor Appeals/Complaints Procedure,

1. There may be occasions when a labour provider disagrees with an auditor's assessment of a non-compliance. The labour provider shall formally notify the auditor of the disagreement and the auditor shall formally respond within three working days.
2. If the labour provider is unable to accept the final decision of the auditor it may appeal by notifying the secretariat, giving the reasons for the disagreement. This should be done within one week of the decision of the auditor.
3. The secretariat will refer the matter to the TLWG which will appoint a panel of three people (who may or may not be members of the Group) to consider the appeal. The members of the panel should have no business connection to either the labour provider or the auditor in the case. The panel will decide how it wishes to consider the appeal depending on the circumstances of the case. It may consider papers, speak to the parties by telephone or hold a hearing.
4. The panel will send a draft of its decision to the auditor and the labour provider and invite their comments within three working days.
5. The decision of the panel will be final.
6. The panel, the TLWG and the auditor will treat the appeal as confidential.

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