

# Quest 2019

## Appeal Process and Cancellation Policy



### Appeal Process

If you wish to appeal against the result of your Quest assessment, this must be done within two months of the centre or organisation receiving the report.

Appeals can be made against the following:

- Content of report (mystery visit and assessment)
- Overall assessment result.

The process is as follows:

- The appeal must be submitted in writing to the Quest Operations Director, Caroline Constantine, within two months of the centre or team receiving the report. Detailed information about why a centre or team is appealing must be included
- The appeal and current report will be reviewed by the Quest Operations Director and discussed with the assessor
- At this stage the following will happen
  - Overturned, this will be discussed with the manager
  - The appeal will be up-held and the report will be changed and re-sent
  - The centre will be re-assessed, the cost of which will be at the expense of the client
- The re-assessment will be conducted by a senior assessor. If changes are required, the report will be amended and re-sent
- After a decision has been made by the Quest Operations Director, further appeals can only be submitted in writing to Sport England. These should be sent to the Quest office who will forward them on to Sport England.

### Complaints

If you wish to make a complaint, please contact a member of the Quest team either by phone or email. Please note that if you wish to take your complaint further, we will require your comments in writing. Quest aims to respond within 10 days of any complaint.

### Cancellation and Postponement Policy

We understand that in exceptional circumstances it may be necessary to postpone or cancel assessment dates.

If an assessment has already been booked and needs to be cancelled or postponed, notice needs to be given in writing to the Quest office, and the following scale of charges will apply:

- 61 days or more prior to the assessment date, an administration fee of £25 + VAT will apply
- 31 - 60 days prior to the assessment date, a charge equivalent to 10% of the total assessment fee will apply
- 15 - 30 days prior to the assessment date, a charge equivalent to 25% of the total assessment fee will apply
- 8 - 14 days prior to the assessment date, a charge equivalent to 50% of the total assessment fee will apply
- 7 days or less prior to the assessment date, a charge equivalent to 75% of the total assessment fee will apply.
- If the assessor has incurred any expenses related to the cancelled/postponed date(s) that they are unable to get refunded, these will also be passed on to the centre/team.

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- If an assessment has to be cancelled during the day of the assessment due to operational issues, the facility or team will be charged £600 + VAT plus assessor expenses for a full two-day Plus assessment and £300 + VAT plus assessor expenses for a one-day Entry assessment or one day of a Plus assessment.
- The mystery visit is carried out in advance of the assessment (up to three months in advance) and in the event of a cancellation of an assessment and the mystery visit has already gone ahead, the centre/team will be invoiced for the cost of the mystery visit (£300 plus VAT) and the centre/team will receive the mystery visit report.

We apologise we have to make these charges, but we will have costs that need to be covered if there is a cancellation or postponement.

If you are struggling to meet the date arranged, please ring the Quest office, unless it is the night before or on the day of the assessment, in which case please contact the assessor direct.

Quest will only cancel an assessment in the case of an emergency or unavoidable circumstances. Wherever possible, a different assessor will be allocated, to avoid cancelling the assessment.

### Delay/ Freeze Options

In exceptional circumstances, we do offer two options which allow a centre or a team to maintain their accreditation even if they are unable to undergo their assessment in their anniversary month.

The first option allows a centre or a team to delay their assessment by three months from their anniversary month. This needs to be agreed with the Quest office prior to their anniversary month. With this option the anniversary month does not change.

The second option allows a centre or a team to pay for a freeze on their accreditation. They will remain Quest accredited but they can move their anniversary month to a more convenient time. The freeze costs £100 a month from their current anniversary date and be taken up to 12 months from the due month.

Unless a freeze option is paid for a centre or team cannot delay for more than three months.

We also offer an option for those that are changing contractors. To remain in the scheme the centre can defer their assessment for up to six months (from the date they take over the contract), but their renewal date remains the same.

### Withdrawing from Quest

Unfortunately, there may come a time when a centre or team needs to withdraw from Quest. Please send written notification of your withdrawal to the Quest office. You will receive a letter confirming your withdrawal. The date of withdrawal will depend on where you are within your cycle when you send us notification.

If you do withdraw, we ask centres and teams to remove all Quest Plaques and the Quest logos from their marketing, publicity material and from the centre. Due to trading standards regulations it would be misleading to customers to infer that a centre or team has the Quest quality award, therefore should we find that logos are still being used at the centre or with a team, they may incur a written warning and potentially a fine of £500.