

MRA/RAMR COMPLAINTS AND APPEALS PROCESS

Audit Complaints

1. If a member or prospective member wishes to raise a complaint about their audit procedure or audit result:
 - Any issue raised by individual members will initially be dealt with by the auditor. All complaints and stakeholder concerns received by the auditor are acknowledged, investigated, and actioned. The auditor shall use best endeavours to keep the complainant/informant informed of progress in evaluating the complaint/concern and shall communicate to the complainant/informant giving formal notice of the end of the complaint/concern handling process. The final communication will include a summary of the investigation, conclusion and any actions taken as a result.
 - If the issue cannot be resolved, the member has the right to formally submit their complaint in writing to the company contracted to carry out audits on behalf of MRA, which will follow its internal process to resolve it.
 - If the complaint cannot be resolved the auditing company may also escalate it to the MRA Complaints Panel, which will in turn, follow its internal process.
 - If a member raises a complaint directly with the MRA, the MRA will investigate/seek evidence from audit company and follow its internal complaints procedure.

All disputes and appeals received are fully investigated.

Please submit all disputes and appeals regarding audits in the first instance in writing or by email to: -

Mattress Recycling Association, High Corn Mill, Chapel Hill, Skipton, BD23 1NL.

Email:- jessica@ramr.org.uk

MRA Complaints, Appeals and Dispute Resolution Policy

If any dispute arises between the MRA and any member the dispute will be referred to the Complaints Committee, who will discuss the dispute with a view to its resolution within 28 Business Days of it first being raised.

All complaints and stakeholder concerns received by the company are acknowledged, investigated, and actioned. The company shall use best endeavours to keep the complainant/informant informed of progress in evaluating the complaint/concern and shall communicate to the complainant/informant giving formal notice of the end of the complaint/concern handling process. The final communication will include a summary of the investigation, conclusion and any actions taken as a result.

If any dispute cannot be resolved, the Member or the MRA may refer the matter to the Council for consideration within 28 business days of the referral. Depending on timing, this may be at a scheduled Council meeting, in which case a representative of the Member may choose to make representation in person, via an electronic meeting platform (including without limitation Zoom and Microsoft Teams), an audio conference to the Council; or to submit their case in writing. If there is no scheduled Council meeting within the timescale, an audio or video conference call or meeting will be set up.

Any Council member must declare any direct conflict of interest and absent themselves from any hearing or judgement.

If a Council quorum (four) cannot be reached, the Council reserves the right to invite a senior management representative from another Member to make up the quorum number.

The Council and all other representatives of the Company are obliged to act in good faith at all times, including respecting the commercially sensitive nature of any submissions by the Member making the complaint or appeal, but neither the Council, the Company, nor any individual member or group of members of the Council nor any officer of the Company shall have any liability to any Member against whom disciplinary action has been taken, either in damages or costs.

The decision of the Council shall be final and absolute.

The MRA takes very seriously any threat or suggestion of harassment to any member of its staff or those contracted by the MRA to carry out any service on its behalf. In such cases, the Member will immediately be suspended subject to a further investigation. If the claim is upheld, membership will immediately be terminated. No refunds of any outstanding subscriptions, fees, or other monies already paid for any other MRA service or benefits shall be made.

Whistle Blowing

Investigation Procedures where MRA Members have been reported to be in breach of the Requirements of the Register and there is sufficient initial evidence of the breach to take the matter further:-

- The business is put on notice that there have been reported failures and a follow-up investigation will take place as soon as possible.
- The identity of the whistle blower is withheld.

- The auditors will be notified and a plan of investigation will be agreed and implemented, which may involve a site visit as soon as possible.
- The auditor's investigation will focus any breaches of the RAMR audit which have been reported and a review of the processes and due diligence in place. Any discrepancies will be thoroughly investigated.
- The auditor will report their findings to an MRA Complaints Committee.
- If the company has been found to be in breach of the RAMR Requirements,

The MRA Complaints Committee should comprise:-

- MRA President
- MRA Director
- The Head Auditor

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