

**1.1. Main Sample Selection Process – CVA and SVA**

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.1.1	As specified in section 1.10.2 and 1.10.3	Request Metering System Ids and associated information	BSCCo	CDCA or SMRA	Relevant information from HH Metering System Id, GSP Group, Supplier or Registrant, MOA, HHDC and Measurement Class.	Email / Fax / Letter
3.1.2	Within 10 WD of request in 3.1.1	Provide Half Hourly Metering System Ids and associated information	CDCA or SMRA	BSCCo	Relevant information from HH Metering System Id, GSP Group, Supplier or Registrant, MOA, HHDC and Measurement Class.	Agreed format
3.1.3	Upon receipt of data in 3.1.2	Extract the required information relating to each Metering System Id (Measurement Class Id C) from the lists and provide the TAA with the data.	BSCCo	TAA	Lists of HH Metering System Ids and associated Supplier or Registrant and MOA.	Agreed format

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.1.4	Within 10 WD of receipt of data in 3.1.3	Randomly select 10% more Metering Systems than will be inspected for the forthcoming Quarter , as agreed by the BSCCo	TAA		Lists of HH Metering System Ids and associated Supplier or Registrant and MOA.	Internal process
3.1.5	On completion of 3.1.4 and at least 20 WD prior to the Inspection Visit	Request information	TAA	<u>MOA</u>  Supplier or Registrant <u>(optional)</u> <sup>1</sup>	Meter Technical Details <del>and</del> Additional Metering Equipment Technical Details <u>BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</u>	Email / Fax / Letter
3.1.6	On completion of 3.1.4 and at least 20 WD prior to the Inspection Visit	Request information	TAA	HHDC or CDCA	Meter Technical Details <u>BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</u>	Email / Fax / Letter
3.1.7	Within 10 WD of receipt of TAA request in 3.1.5 <u>(optional)</u>	Provide information <u>(optional)</u>	Supplier or Registrant	TAA	<u>Meter Technical Details</u> <u>Additional Metering Equipment Technical Details</u> <u>BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</u> <del>Information as requested</del>	Email / Fax / Letter

<sup>1</sup> It is the responsibility of the Supplier or Registrant to provide the requested information to the TAA. However, the MOA can provide the information at the request of the Supplier or Registrant.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
<u>3.1.8</u>	<p>a) <u>Within 10 WD of receipt of TAA request in 3.1.5 (CVA)</u></p> <p>b) <u>On the day of the Inspection Visit (SVA)</u></p>	<u>Provide information</u>	<u>MOA</u>	<u>TAA</u>	<p><u>Meter Technical Details</u></p> <p><u>Additional Metering Equipment Technical Details</u></p> <p><u>BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</u></p>	<p><u>Email / Fax / Letter</u></p> <p><u>As agreed</u></p>
<u>3.1.89</u>	Within 10 WD of receipt of TAA request in 3.1.6	Provide information	HHDC or CDCA	TAA	Information as requested	Email / Fax / Letter
<u>3.1.910</u>	Upon receipt of data requested in 3.1.5 and 3.1.6.	Finalise sample of HH Metering System to avoid bias towards any one party or type of Metering Equipment and derive inspection schedule. Collate information required for the inspection. Proceed to Section 3.5 (Inspection Visit)	TAA			Internal process

## 1.2. Specific Sample Selection Process – SVA Only

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.2.1	Annually	Agree and notify BSCCo of Specific Sample	PAB	BSCCo	Number and type of each Metering System to form Specific Sample	Report / Letter
3.2.2	Within 10 WD of decision at 3.2.1	Request information from each Supplier, MOA and LDSO for all relevant Specific Sample Metering Systems registered in SMRSs	BSCCo	Supplier, MOA and LDSO	Information about Specific Sample Metering Systems as requested.	Email / Fax / Letter
3.2.3	Within 20 WD of receipt of request at 3.2.2.	Provide information on all Specific Sample Metering Systems as requested	Supplier, MOA and LDSO	BSCCo	Information about Specific Sample Metering Systems as requested.	Email / Fax / Letter
3.2.4	Within 5 WD of receipt of information in 3.2.3	Supply information to TAA	BSCCo	TAA	Information for each Supplier's Specific Sample Metering Systems registered in SMRSs	Email / Fax / Letter
3.2.5	Upon receipt of information from BSCCo	Randomly select the agreed number of each type of Metering System which comprises the agreed Specific Sample group	TAA		Select sample as instructed by BSCCo	Internal process
3.2.6	At least 20 WD prior to the Inspection Visit	Request information	TAA	<u>MOA</u> Supplier (optional)	Metering Technical Details <del>and</del> Additional Metering Equipment Technical Details <a href="#">BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</a>	Email / Fax / Letter

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.2.7	At least 20 WD prior to the Inspection Visit	Request information	TAA	HHDC	Metering Technical Details <a href="#">BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</a>	Email / Fax / Letter
3.2.8	Within 10 WD of receipt of- request in 3.2.6 <a href="#">(optional)</a> .	Provide information <a href="#">(optional)</a>	Supplier	TAA	<a href="#">Meter Technical Details</a> <a href="#">Additional Metering Equipment Technical Details</a> <a href="#">BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</a> <del>Information as requested</del>	Email / Fax / Letter
<a href="#">3.2.9</a>	<a href="#">On the day of the Inspection Visit</a>	<a href="#">Provide information</a>	<a href="#">MOA</a>	<a href="#">TAA</a>	<a href="#">Meter Technical Details</a> <a href="#">Additional Metering Equipment Technical Details</a> <a href="#">BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</a>	<a href="#">As agreed</a>
<a href="#">3.2.10</a> <del>9</del>	Within 10 WD of receipt of request in 3.2.7	Provide information	HHDC	TAA	<a href="#">Meter Technical Details</a> <a href="#">BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</a> <del>Information as requested</del>	Email / Fax / Letter
<a href="#">3.2.10</a> <del>1</del>	Prior to Inspection Visit	Collate information required for inspection. Proceed to Section 3.5	TAA			Internal process

## 1.3. Selection of Metering Systems for Targeted Inspections

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.3.1	At any time	Provide information on SVA Half Hourly or CVA Metering Systems that may require a targeted inspection	Market Participant, PAA, Panel, PAB or TAA  BSCCo	BSCCo	Metering System with reasons and supporting evidence of suspected non-compliance	Email / Fax / Letter  Internal process
3.3.2	Within 5 WD of receipt of information in 3.3.1	Select Metering System that requires a targeted inspection.	BSCCo		Suspected non-compliance	Internal process
3.3.3	Within 1 WD of 3.3.2.	Instruct the TAA to carry out a targeted inspection and inform the TAA of the urgency.	BSCCo	TAA	Metering System and reason for targeted inspection	Email / Fax / Letter
3.3.4	At least 20WD prior to the Inspection Visit	Request information	TAA	<u>MOA</u> Supplier or Registrant <u>(optional)</u>	Metering Technical Details <del>and</del> Additional Metering Equipment Technical Details <u>BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</u>	Email / Fax / Letter
3.3.5	At least 20WD prior to the Inspection Visit	Request information	TAA	HHDC or CDCA	Metering Technical Details <u>BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</u>	Email / Fax / Letter

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.3.6	Within 10 WD of receipt of the request in 3.3.4 <u>(optional)</u> .	Provide information <u>(optional)</u>	Supplier or Registrants	TAA	<u>Meter Technical Details</u> <u>Additional Metering Equipment Technical Details</u> <u>BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</u> <del>Information as requested</del>	Email / fax / letter
<u>3.3.7</u>	a) <u>Within 10 WD of receipt of TAA request in 3.1.5 (CVA)</u>  b) <u>On the day of the Inspection Visit (SVA)</u>	<u>Provide information</u>	<u>MOA</u>	<u>TAA</u>	<u>Meter Technical Details</u> <u>Additional Metering Equipment Technical Details</u> <u>BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</u>	<u>Email / Fax / Letter</u>  <u>As agreed</u>
<u>3.3.78</u>	Within 10 WD of receipt of the request in 3.3.5	Provide information	HHDC or CDCA	TAA	<u>Meter Technical Details</u> <u>BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</u> <del>Information as requested</del>	Email / Fax / Letter
<u>3.3.89</u>	Prior to Inspection Visit	Collate information required for Inspection Visit and proceed to section 3.5.	TAA			Internal process

## 1.4. Selection of Metering Systems for Re-inspections

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.4.1	On a Quarterly basis	Identify Metering Systems that were found to be non-compliant and have since been notified as rectified. Randomly select Metering Systems in accordance with the percentage agreed by BSCCo	TAA		Previous inspection history Percentages as agreed by BSCCo	Internal process
3.4.2	Within 2 WD of 3.4.1	Provide BSCCo with schedule of proposed re-inspections for authorisation	TAA	BSCCo	Schedule of proposed re-inspections	Email / Fax / Letter
3.4.3	Within 2 WD of 3.4.2	Analyse proposed schedule of re-inspections and either agree schedule or request amendments. Go back to 3.4.2 if required.	BSCCo	TAA	Schedule of proposed re-inspections	Email / Fax / Letter
3.4.4	At least 20WD prior to the Inspection Visit	Request information	TAA	<u>MOA</u>  Supplier or Registrant <u>(optional)</u>	Metering Technical Details  <del>and</del> Additional Metering Equipment Technical Details  <u>BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</u>	Email / Fax / Letter
3.4.5	At least 20WD prior to the Inspection Visit	Request information	TAA	HHDC or CDCA	Metering Technical Details  <u>BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</u>	Email / Fax / Letter



3.4.6	Within 10 WD of receipt of request at 3.4.4 <u>(optional)</u>	Provide information <u>(optional)</u>	Supplier or Registrant	TAA	<u>Meter Technical Details</u> <u>Additional Metering Equipment Technical Details</u> <u>BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)Information as requested</u>	Email / Fax / Letter
<u>3.4.7</u>	a) <u>Within 10 WD of receipt of TAA request in 3.1.5 (CVA)</u> b) <u>On the day of the Inspection Visit (SVA)</u>	<u>Provide information</u>	<u>MOA</u>	<u>TAA</u>	<u>Meter Technical Details</u> <u>Additional Metering Equipment Technical Details</u> <u>BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)</u>	<u>Email / Fax / Letter</u>  <u>As agreed</u>
<u>3.4.87</u>	Within 10 WD of receipt of request at 3.4.5	Provide information	HHDC or CDCA	TAA	<u>Meter Technical Details</u> <u>BSCP514/8.4.8a Complex Site Supplementary Information Form, where applicable (SVA only)Information as requested</u>	Email / Fax / Letter
<u>3.4.98</u>	Prior to Inspection Visit	Collate information for Inspection Visit and proceed to Section 3.5.	TAA			Internal process

**1.5. Inspection Visit**

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.5.1	At least 20 WD prior to an Inspection Visit	Notify Registrant or Suppliers, LDSO and MOAs of HH Metering System identified for Inspection Visit	TAA	Supplier or Registrant, LDSO and MOA	Date, time and Metering System to be inspected. (as detailed in Appendix 4.5.1 - BSCP27/01)	Email / Fax / Letter
3.5.2	Within 10 WD of receipt of notification in 3.5.1.	Arrange for access to Metering System for the purposes of an Inspection Visit.	Supplier or Registrant	MOA, Customer, and if necessary LDSO	Date, time and Metering System to be inspected.	As agreed
3.5.3	At least 5WD prior to an Inspection Visit	Notify the TAA and MOA of acceptance of impending Inspection Visit and those parties attending.	Supplier or Registrant	TAA MOA	Acceptance of terms and required attendees of an impending Inspection Visit. (as detailed in Appendix 4.5.2 - BSCP27/02) For CVA - Must be signed by an authorised person registered under BSCP38 and/or BDTP38	As agreed
3.5.4	On the day of the Inspection Visit	TAA performs Inspection Visit with MOA in attendance.	TAA and MOA			
3.5.5	On completion of Inspection Visit	TAA produces Inspection Visit findings and determines Metering System compliance. At same time as steps in 3.5.6 also proceed to 3.5.7.	TAA MOA		Completed and signed Inspection Schedule (Appendix 4.5.3 - BSCP27/03).	

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.5.6	Within 2 WD of completion of the Inspection Visit	a) If an Inspection Visit has revealed a non-compliance that is currently affecting or has the potential to affect the quality of metered data entering Settlement (category 1 or 2 non-compliance); initiate process in Section 3.6, "Category 1 or 2 Non-Compliance".	TAA			
		b) If an Inspection Visit has revealed a non-compliance that is not currently affecting Settlement nor has the potential to affect Settlement then the TAA records the non-compliance as an observation and reports this to the relevant parties.	TAA	Supplier or Registrant, MOA and if appropriate LDSO	Appendix 4.5.3 - BSCP27/03	Email / Fax / Letter
		c) If an Inspection Visit shows a Metering System to be compliant notify the relevant parties of compliance, subject to the results of the Consumption Data Comparison Check.	TAA	Supplier or Registrant or MOA and if appropriate LDSO	Appendix 4.5.3 - BSCP27/03	Email / Fax / Letter
3.5.7	Within 2 WD of completion of Inspection Visit	Request current actual consumption data held by the CDCA or HHDC for the same period as recorded during the Inspection Visit	TAA	CDCA or HHDC	Current actual consumption data held by the CDCA or HHDC for the same HH period	Email / Fax / Letter
3.5.8	Within 5 WD of receipt of request	Provide HH data requested in 3.5.7.	CDCA or HHDC	TAA	HH data	Email / Fax / Letter

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.5.9	Within 2 WD of receipt of 3.5.8	TAA performs Consumption Data Comparison Check and produces Inspection Schedule.	TAA		Completed Inspection Schedule (Appendix 4.5.4 - BSCP27/04)	
		a) If the Consumption Data Comparison Check has revealed a non-compliance that is currently affecting or has the potential to affect the quality of data entering Settlement (category 1 or 2 non-compliance); proceed to Section 3.6, "Category 1 or 2 Non-Compliance".	TAA			
		b) If the Consumption Data Comparison Check has revealed a non-compliance that is not currently affecting Settlement nor has the potential to affect Settlement then the TAA records the non-compliance as an observation and reports this to the relevant parties.	TAA	Supplier or Registrant, MOA (if appropriate) and HHDC or CDCA	Appendix 4.5.4 - BSCP27/04	Email / Fax / Letter
		c) If the Consumption Data Comparison Check confirms that the correct data has entered Settlement notify the relevant parties of compliance.	TAA	Supplier or Registrant, MOA (if appropriate) and HHDC or CDCA	Appendix 4.5.4 - BSCP27/04	Email / Fax / Letter

1.6. Category 1 or 2 Non-Compliance

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.6.1	Within 2WD of an Inspection Visit (3.5.6a)	a) Notify the Supplier or Registrant, <del>and</del> MOA <u>and HHDC or CDCA</u> of non-compliance. Notify LDSO where appropriate.  If the visit was a targeted visit notify BSCCo.	TAA	Supplier or Registrant, <del>and</del> MOA <u>and HHDC or CDCA</u> ; LDSO if appropriate;  BSCCo (for targeted visit only)	Specific details of category 1 or 2 non-compliance (Appendix 4.5.3 - BSCP27/03).	Email / Fax / Letter
	or within 2WD of performing Consumption Data Comparison Check (3.5.9a)	b) Notify the Supplier or Registrant and CDCA or HHDC of non-compliance. If appropriate notify the MOA  If the visit was a targeted visit notify BSCCo.	TAA	Supplier or Registrant and HHDC or CDCA MOA (if appropriate) BSCCo (for targeted visit only)	Specific details of category 1 or 2 non-compliance (Appendix 4.5.4 - BSCP27/04).	Email / Fax / Letter
3.6.2	Within 1WD of receiving notification in 3.6.1.	Inform the TAA that a non-compliance notification has been received.	Supplier or Registrant	TAA	Acknowledgement.	Email / Fax / Letter

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.6.3	Within 10WD of receiving non-compliance notification in 3.6.1.	a) Where the Registrant or Supplier agrees that metering defects are non-compliant; provide a rectification plan to the TAA or rectify the Metering System defects <sup>2</sup> and inform the TAA of action taken. Proceed to Section 3.6.7.	Supplier or Registrant, <del>or</del> MOA, <u>or HHDC or CDCA.</u>	TAA	Details of the Rectification action taken, or a rectification plan (Appendix 4.5.5 - BSCP27/05)	Email / Fax / Letter
		b) Where the Registrant or Supplier or MOA disagrees the non-compliances raised; inform the TAA and follow the appeal process set out in 3.7.	Supplier or Registrant, <del>or</del> MOA, <u>or HHDC or CDCA.</u>	TAA	Non-compliance appealed and reason for disagreement.	Email / Fax / Letter
3.6.4	On 11 <sup>th</sup> WD after notifying a Registrant or Supplier of non-compliance	Where an appeal has <i>not</i> been received, and no rectification details or plan are received from the Registrant or Supplier, <del>or MOA, or HHDC or CDCA.</del> send a reminder notification to the Supplier or Registrant, <del>and MOA, or HHDC or CDCA.</del> requesting a rectification plan or details of the rectification action taken.	TAA	Supplier or Registrant, <del>and MOA</del> <u>or, HHDC or CDCA</u>	Details of non-compliance.	Email / Fax / Letter
3.6.5	Within 1WD of receiving notification in Ref. 3.6.4	Inform the TAA that a reminder notification has been received and proceed to 3.6.3.	Supplier or Registrant, <del>and</del> MOA, <u>and HHDC or CDCA</u>	TAA	Acknowledgement of reminder notification	Email / Fax / Letter

<sup>2</sup> It should be noted that it is the responsibility of the Supplier or Registrant to progress any non-compliances associated with a Settlement Metering System. However, the MOA can progress the rectification of a non-compliance at the request of the Supplier or Registrant and will follow the actions of the Supplier or Registrant detailed in this process.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.6.6	Within 3WD of 3.6.4	Where no rectification plan or details of the rectification action taken are received from the Supplier <u>or Registrant [House-keeping]</u> escalate the Supplier or Registrant. Notify BSCCo.  Inform Registrant or Supplier, <del>and</del> <u>MOA, or HHDC or CDCA,</u> that they have failed to provide adequate rectification details and will be reported to BSCCo.	TAA  TAA	BSCCo  Supplier or Registrant, <del>and</del> <u>MOA, or HHDC or CDCA</u>		Email / Fax / Letter
3.6.7	Within 2WD of Registrant or Supplier notifying the TAA as at 3.6.3a or following 3.6.8a	Analyse the Information provided	TAA			Internal process
		a) Where the Registrant or Supplier has provided adequate information to show rectification action is complete close the non-compliance and notify the Registrant or Supplier, <del>and</del> <u>MOA, or HHDC or CDCA.</u> Process ends.	TAA	Supplier or Registrant, <u>MOA, or HHDC or CDCA;</u> and LDSO (if appropriate)		Email / Fax / Letter
		b) Where the Registrant or Supplier does not provide: adequate information to show rectification action is complete; or a complete rectification plan; notify the Registrant or Supplier, <del>and</del> <u>MOA, or HHDC or CDCA,</u> with the reasons and proceed to 3.6.3.	TAA	Supplier or Registrant, <del>and</del> <u>MOA, or HHDC or CDCA</u>		Email / Fax / Letter
		c) Where the Registrant or Supplier provides an adequate rectification plan, notify the Registrant or Supplier, <del>and</del> <u>MOA, or HHDC or CDCA,</u> that the plan is satisfactory.	TAA	Supplier or Registrant, <del>and</del> <u>MOA, or HHDC or CDCA</u>	Rectification plan	Email / Fax / Letter

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.6.8	As appropriate for the milestones in the rectification plan	Monitor completion of milestones in the rectification plan.  Analyse the information required	TAA			Internal process
		a) Where the milestones have been met provide confirmation to the Registrant or Supplier, <del>MOA, or HHDC or CDCA,</del> and BSCCo.  If the final milestone has been met proceed to 3.6.7a	TAA	Supplier or Registrant, <del>MOA, or HHDC or CDCA,</del> and BSCCo		Email / Fax / Letter
		b) Where the milestones have not been met or no information is received regarding the completion of milestones from the Registrant or Supplier, notify BSCCo.  Notify the Registrant or Supplier, <del>and MOA, or HHDC or CDCA</del> that they have failed to meet the timescales of the rectification plan and will be reported to BSCCo.	TAA  TAA	BSCCo  Supplier or Registrant, <del>and MOA, or HHDC or CDCA</del>		Email / Fax / Letter



**1.7. Appeal Process**

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.7.1	Within 5WD of receipt of appeal details at 3.6.3b.	TAA considers the grounds for the appeal.	TAA		Reasons why the non-compliance has been appealed	Internal process
		a) Decide that the appeal is valid and withdraw the non-compliance. Notify the Registrant or Supplier and MOA of the decision and that the issue is now closed. Process ends.	TAA	Registrant or Supplier, MOA and LDSO (if appropriate)	Details of why the non-compliance has been removed.	Email / Fax / Letter
		b) Decide that the appeal is not valid and inform the Registrant or Supplier and MOA that the non-compliance will be upheld.	TAA	Registrant or Supplier and MOA	Details of why non-compliance is still valid.	Email / Fax / Letter
3.7.2	Within 5WD of receiving notification in section 3.7.1b	Supplier, Registrant or MOA considers appeal decision	Supplier or Registrant or MOA		Reasons why the non-compliance has been upheld	
		a) If Registrant or Supplier or MOA accept decision; inform TAA and proceed to 3.6.3a.	Registrant or Supplier or MOA	TAA		Email / Fax / Letter
		b) If Registrant or Supplier or MOA still disagree with the non-compliance acknowledge receipt of decision and notify TAA of further appeal.  Notify BSCCo of the appeal.	Registrant or Supplier or MOA	TAA  BSCCo	Acknowledgement of receipt of appeal decision and further appeal  Reasons why the non-compliance has been re-appealed by the Registrant or Supplier and/or MOA.	Email / Fax / Letter
3.7.3	Within 20 WD of receipt of the appeal at 3.7.2b	BSCCo considers the grounds for the appeal.	BSCCo		Details of why the non-compliance has been appealed	Internal process

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
		a) Decide that the appeal is valid and withdraw the non-compliance. Notify the relevant parties of the decision and that the issue is now closed. Process ends.	BSCCo	Registrant or Supplier, MOA and LDSO (if appropriate); TAA	Details of why the non-compliance has been removed.	Email / Fax / Letter
		(b) Decide that the appeal is not valid and inform the relevant parties that the non-compliance will be upheld.	BSCCo	Registrant or Supplier and MOA; TAA	Details of why non-compliance is still valid.	Email / Fax / Letter
3.7.4	Within 5 WD of receiving notification in 3.7.3 b	Supplier, Registrant or MOA considers appeal decision	Registrant or Supplier or MOA		Reasons why the non-compliance has been upheld	
		a) If Registrant or Supplier or MOA accept decision; inform BSCCo and TAA. Proceed to 3.6.3a.	Registrant or Supplier or MOA	TAA BSCCo		Email / Fax / Letter
		b) If Registrant or Supplier or MOA still disagree with the non-compliance acknowledge receipt of decision.  Notify BSCCo that they wish to present appeal to Panel / PAB.	Registrant or Supplier or MOA	BSCCo	Acknowledgement of receipt of appeal decision  Reasons why the non-compliance has been appealed	Email / Fax / Letter
3.7.5	Within 1WD of receipt of the appeal details in 3.7.4 b	Notify the TAA of appeal to Panel / PAB.	BSCCo	TAA	Reasons why the non-compliance has been appealed	Email / Fax / Letter
3.7.6	At next meeting of the PAB	BSCCo reports the appeal details to the Panel / PAB for decision.	BSCCo	Panel / PAB	Details of non-compliance and details why the non-compliance has been appealed by the Registrant or Supplier or MOA	Paper

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.7.7	At PAB meeting	PAB considers the grounds of the appeal and decides whether to uphold or remove withdraw the non-compliance.	Panel / PAB		Report from the TAA and BSCCo.	
		(a) PAB decides that the appeal is valid and informs the relevant parties to withdraw the non-compliance. Process ends.	Panel / PAB via BSCCo	Registrant or Supplier, MOA and LDSO (if appropriate); TAA	The Panel / PAB's decision and reasons why the appeal has been accepted.	Email / Fax / Letter
		(b) PAB decides that the appeal is not valid and informs the relevant parties to continue with the non-compliance procedure. Proceed to 3.6.3a.	Panel / PAB via BSCCo	Registrant or Supplier and MOA; TAA	The Panel / PAB's decision and reasons why the appeal has not been accepted.	Email / Fax / Letter

**1.8. Reporting**

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.8.1	Monthly	Provide BSCCo with a report of the results of all Inspection Visits completed in the previous month and details of all outstanding non-compliances.	TAA	BSCCo		Agreed format
3.8.2	On or before PAB or Panel paper day	Provide the PAB or Panel with details of Inspection Visits completed by the TAA in the previous month and details of all outstanding non-compliances	BSCCo	SVA – PAB CVA – Panel		Report
3.8.3	At the PAB or Panel meeting	Determine what action, if any, needs to be taken in respect of a non-compliant Supplier or Registrant. The PAB may also choose to initiate the Removal of Accreditation Process for a MOA	SVA – PAB CVA – Panel		Details of Inspection Visits completed by the TAA in the previous month and details of all outstanding non-compliances	Removal of Accreditation Process is defined in BSCP531.