



SQC APPEALS PANEL – TERMS OF REFERENCE

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1. Purpose

These Terms of Reference describe the SQC Appeals Panel and its management.

2. Scope

SQC has a comprehensive process in place to deal with appeals.

3. Appeals Panel

3.1 Introduction

The Appeals Panel is a sub-committee of the SQC Board of Directors and only comes together when appeals are lodged by applicants or clients.

3.2 Composition of the Appeals Panel

The Appeals Committee is typically made up of 3 members chosen from the SQC Board of Directors with a balance of interest as noted below

3.2.1 The Board of Directors is made up of representatives from the SQC Co-op members as follows:

- National Farmers Union of Scotland
- Agricultural Industries Confederation
- UK Flour Millers
- Scottish Agricultural Organisation Society Limited

- Maltsters Association of Great Britain
- The Scotch Whisky Association
- Scotland's Rural Colleges (SRUC)
- Scottish Agronomy

3.3 Appeals Panel Chair

- 3.3.1 The Chair of SQC will normally chair appeals
- 3.3.2 The Chair will work with SQC management to select and appoint relevant Appeals Panel members based on the sector in which the appellant operates their business
- 3.3.3 The Chair will be briefed on the outcome of the complaint process as detailed in the SQC Complaints and Appeals Policy and Process
- 3.3.4 The Chair will ensure that the appeals meeting minutes and outcome are a true and accurate record of the appeal

3.4 Appeals Panel Terms of Reference

- 3.4.1 The Chair will ensure that the focus of the appeal is on the information presented and ensure that the appellant, other panel members and SQC personnel present focus on the information presented and are not side-tracked by issues outside the appeal
- 3.4.2 Panel Members are expected to use their industry/sector experience and knowledge to review and verify information presented to make a decision on the appeal
- 3.4.3 The Appeals Panel decision is final
- 3.4.4 The panel does not have to unanimously agree the appeal outcome and it may be that the two other members of the panel may disagree with the Chair
- 3.4.5 It is important for the Appeals Panel to provide feedback to the SQC Managing Director (or others as appropriate) where there are lessons to be learned and/or processes that require training.