

SCA Procedure for Reporting and Assessing Concerns

1. Introduction

- 1.1 This procedure sets out how concerns about SCA members may be raised and addressed.
- 1.2 Members are expected to maintain the standards set out in [SCA membership criteria](#); concerns relate to potential failures to meet those standards in the SCA membership criteria.
- 1.3 Concerns should, wherever possible, be resolved directly with the member before being raised with the SCA.
- 1.4 The process is designed to be proportionate, fair, and to avoid misuse (including vexatious or purely commercial disputes).

2. Raising a Concern

2.1 Concerns must be submitted in writing to the SCA via the online form (available via the About Us menu tab on www.smokecontrol.org.uk), including:

- The name and contact details of the person raising the concern, the **reporting party**.
- The SCA member concerned.
- Full details of the issue and supporting evidence.

2.2 The person raising the concern, the **reporting party**, must confirm that:

- They have made reasonable attempts to resolve the matter directly with the member, and provide evidence of this; and
- They will keep the matter confidential.

2.3 Anonymous concerns will not normally be considered unless supported by strong evidence and clear public interest.

2.4 The SCA will acknowledge receipt within five working days and keep the **reporting party** informed of progress.

2.5 The member concerned will normally be informed of the concern and given an opportunity to respond, unless doing so could prejudice further review.

3. Initial Assessment of a Concern

3.1 All concerns are first reviewed by the SCA Secretary and the FETA Chief Executive to determine whether further action is justified.

3.2 Additional information may be requested from either party; failure to provide sufficient detail may result in the concern being closed.

3.3 A concern may be dismissed at this stage where it:

- Does not indicate a breach of SCA standards.
- Relates to a commercial dispute that should rightly be resolved between parties.
- Lacks sufficient evidence or cooperation.
- Repeats a previously considered matter.

- Is anonymous without compelling supporting evidence.
- Can be appropriately resolved informally.
- Appears vexatious, malicious, or disproportionate.

3.4 Where no further action is taken, both parties will be informed with reasons. Otherwise, the concern will be referred to the Assessment Sub-Committee.

3.5 The Assessment Sub-Committee will decide whether the concern:

- Is dismissed; or
- Should proceed to investigation.

3.6 In reaching its decision, the Sub-Committee may also consider whether the concern:

- Is insufficiently serious.
- Appears to be retaliatory or commercially motivated.
- Is stale (normally over 12 months old without good reason).

3.7 If investigation is approved, an Investigation Officer will be appointed.

3.8 The decision on whether to proceed to investigation will normally be made within 30 working days, and the reporting party will be informed of the outcome and next steps.