

8. COMPLIANCE WITH THE CODE

Sufficient information must be recorded to allow customers' queries to be answered and records shall be maintained for a reasonable time, at least 2 calibration periods is recommended.

Calibrations carried out to this Code of Practice satisfy the requirements of customers and ISO: 9000 assessment bodies. Any complaints about the validity of the procedures described in this Code should be brought to the attention of the UKWF without delay.

8.1 COMPLAINTS

Complaints arising over any other aspect of the calibration service provided under this Code of Practice should initially be discussed and resolved between the customer and the UKWF member concerned. If the complaint cannot be resolved, details of the complaint should be sent in writing to the Company Secretariat of the UKWF, at The UK Weighing Federation, UK Weighing Federation Unit 3, Curo Park, Frogmore Herts AL2 2DD or by email to admin@ukwf.org.uk the complaint will be acknowledged on receipt.

The complaint will be referred to the UKWF Board of Directors for investigation and action. The decision of the Board will be made known in writing to both parties. In the event of a prolonged enquiry both parties will be advised at regular intervals of progress.

A serious breach of this Code of Practice may result in the expulsion of the member from the UKWF.

8.2 ENFORCEMENT

Compliance with this Code of Practice is mandatory on all members of the UKWF carrying out calibrations of non-automatic weighing instruments. The UKWF will monitor compliance with the Code by its members. Monitoring may be by questionnaire, by an on-site audit or by other suitable means such as the provision of copy certificates. The results of monitoring may be reported to the Board and Members of the UKWF.

A failure to participate in any reasonable monitoring activity by any member will be reported to the Board. Such failure may be regarded as a serious breach of the Code and may result in the expulsion of the member from the UKWF.

