Complainant identifies that a product which is available for open sale in the United Kingdom lubricants market, is non-compliant in some respect

Complainant satisfies themselves (by testing if required) that the product is non-compliant in some respect

Complainant instructs an ISO 17025 certified, and VLS approved Test
House to source two containers of the same batch of product and analyse one of these at the complainant's expense. The other container is retained unopened by Test House until case is resolved

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If independent testing confirms that product fails to meet its requirements then complainant submits VLS case registration form together with Test House results to VLS Secretariat who anonymise and pass on to TRP

TRP consider the case complaint including the test results and chooses whether the case should be accepted by VLS and whether any further testing is required

Complainant submits case registration form to VLS

Secretariat receives case registration form and sends anonomised case wording to Technical Review Panel to verify complaint

Secretariat verifies case wording

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Secretariat accepts complaint, drafts engagement letter with Complainant and publishes outline detail to website



