Complainant identfies a suspected non-Complainant reviews the The Complianant procures two product for compliance samples of the product and sends against the ACEA engine oil both samples to an ISO 17025 accredited testing house which has OEM standards and been approved by VLS. One sample is undertakes internal testing If testing confirms that product fails to meet its If independent testing confirms that requirements then the product fails to meet its requirements Complainant submits then the Complainant submits complaint paperwork together with their Test House results to VLS Secretariat supporting evidence to VLS who anonymise and pass on to TRP Secretariat who anonymise and pass on to TRP VLS Secretariat check that the case registration form has been properly completed, screen the product for UK claims made against the ACEA engine oil sequecess, that both the company and brand are registered with SAIL TRP consider the case and give their opinion as to whether it can be accepted based on its own technical merits The Complainant is asked to revise the case wording and resubmit to VLS TRP pass their findings back to Secretariat who liaise with Complainant to accept case or ask for a revision TRP verifies case wording Secretariat accepts complaint, drafts engagement letter to Complainant and publishes outline detail to website Product is independently sourced if Product is independently tested if



