



Direct Tourism Services Accommodation Assessment Appeals Procedure

All operators are provided with a covering letter and personalised report confirming and detailing the grading given to the establishment following an assessment visit.

Should the operator disagree with the grading awarded or feel that the assessment has not been conducted fairly or with due care, he or she may appeal against the rating given. Appeals should be submitted, in writing, to Direct Tourism Services within 14 days of receipt of the confirmation letter and assessment report.

In the first instance the assessment report and appeal will be considered by the senior assessor. This may require an additional assessment visit by the senior assessor or another assessor. This will be arranged in liaison with the operator.

The result of an appeal assessment over-rides the results of the previous assessment. Please be aware that an appeal result can go down as well as up or may not differ at all.

The result of the appeal assessment will not be made known at the time of the assessment. The operator will be advised of the outcome within two weeks of the assessment when a new assessment report will be issued.

When considering an appeal against a grading, operators should check with the Direct Tourism Services Standards document to discover whether they provide all the facilities and services for a particular grading.

Although working to national standards, operators should also bear in mind that the assessments are made against Direct Tourism Services own standards. These standards may differ from an operators own perception of excellence or the standards of other inspection or assessment bodies.

The result of an appeal assessment is final.

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