

## WITHDRAWAL

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### The Money Advice Service Quality Framework Post Accreditation for Accredited Standards

#### Withdrawal Process

There are a number of conditions associated with maintaining accreditation to the Money Advice Service Quality Framework. We have sought to maintain a proportionate approach to assuring the integrity of the Quality Framework and accreditation process. As an Accredited Standard owner you are advised to read and understand these at the earliest opportunity:

- [Communications fact sheet](#)
- [Promotion fact sheet](#)
- [Organisation data fact sheet](#)
- [Audit report assessment fact sheet](#)
- [Guide to change to standard/code](#)
- [Guide to end of award cycle](#)
- [Guide to Quality Framework review](#)
  - Letter of award

The Money Advice Service has created an accreditation withdrawal process in order to ensure transparency around what will happen in the event of an Accredited Standard owner not satisfying these conditions within the stipulated timescales.

#### Informal

An informal approach to compliance concerns will take place in the first instance. The aim of this informal stage is to meet with the Accredited Standard owner, identify any barriers to compliance and agree actions to overcome these. MAS will seek to work with the Accredited Standard owner to identify appropriate actions. MAS will allow up to 28 calendar days following non-compliance for an informal meeting to take place. A further 28 calendar days will be provided for actions to be completed. Should these conditions not be met a formal process will commence.

#### Formal

The formal stage of the withdrawal process is set out in the table below:

Week 1	Letter confirming formal process has started and inviting standard/code owner to formal meeting
Week 2	Formal meeting scheduled to agree corrective actions required to resolve situation
Weeks 3 and 4	Formal touchpoints to establish progress against action plan
Week 5	If action plan incomplete or code/standard owner has not engaged with process to date then withdrawal of accreditation will be confirmed in writing.

### Post-withdrawal

Following withdrawal of accreditation, an Accredited Standard owner must remove all reference to the Money Advice Service and accreditation against the Quality Framework from all materials including digital content. The Money Advice Service will also update its own estate to reflect the change.

### Accredited Standard wishing to withdraw

In the event of an Accredited Standard owner wishing to withdraw from the accreditation scheme, written confirmation of this request should be made to:

Tiana Pathmanathan  
Debt and Quality Transformation Manager The  
Money Advice Service  
5<sup>th</sup> Floor  
120 Holborn London  
EC1N 2TD

[Tiana.Pathmanathan@moneyadviceservice.org.uk](mailto:Tiana.Pathmanathan@moneyadviceservice.org.uk)

