Your SQM audit will take place on a date agreed directly between you and your allocated Auditor, agreed in advance to ensure minimum disruption to your service provision. When agreeing the audit date, you should consider the availability of key personnel that the Auditor will need access to during the site visit. As a minimum this will include those responsible for the key roles of:

* Quality Manager
* Equality and Diversity Manager
* Complaints Manager
* Category Supervisor
* Finance Manager
* Data Protection Officer

The interview sample will also extend to include the following roles:

* Fee earning/Caseworkers
* Support staff (as appropriate)
* Consultants (as appropriate)

All audit activity will be completed on site.

**Request to change audit date:**

In the unlikely event that you need to change the agreed audit date, in the first instance you should contact your Auditor to discuss your specific requirements. It is essential when agreeing an audit date or requesting a change of date, that you consider any resulting impact on your current certificate of accreditation, and/or any deadline(s) imposed by any contract arrangement you have with the Legal Aid Agency. **Note:** **Audits should be completed in full prior to the date of expiry of the current certificate. This includes any period of corrective action that may apply following the audit. Recognising Excellence is unable to offer any extension to the SQM accreditation certificate in place.**

If your Auditor is unable to accommodate your request to change audit date, please contact Recognising Excellence on 01452 733 510 or via [sqm@recognisingexcellence.co.uk](mailto:sqm@recognisingexcellence.co.uk) who will discuss your requirements with you further and seek to secure an alternative Auditor resource.

**Cancellation of your audit application:**

In the event that a decision is made to withdraw your application for SQM accreditation you should notify Recognising Excellence in writing via [sqm@recognisingexcellence.co.uk](mailto:sqm@recognisingexcellence.co.uk) Your correspondence should confirm the audit arrangements and the reasons for the cancellation.

**Cancellation Fees:**

In the event that a pre-arranged audit is **cancelled or postponed** within 48 hours or less of the date agreed, a cancellation fee equal to 60% of the total audit fee will be charged.