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.

**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 requirements. It is essential when agreeing/changing your audit date you consider any resulting impact on your current certificate of accreditation or any deadline(s) imposed by any contract arrangement you may have/are intending to have with the Legal Aid Agency.

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 who will discuss your requirements with you further.

**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 Your correspondence should confirm the audit arrangements and the reasons for the cancellation.

A cancellation fee may apply in the following circumstances:

* If the audit is cancelled at your request within 20 working days of the agreed on site date with your Auditor, a 60% cancellation fee will apply.
* If the audit is cancelled at your request within 10 working days or less, of the agreed on-site date, 100% of the audit fee will be charged.