

Dispute procedure

The following information outlines the processes undertaken by the organisers when a dispute arises over the granting of an award/honour, third party complaints are made, or excessive negative social media or media coverage surrounds someone who has been honoured with a British Citizen Award (BCA), or a British Citizen youth Award (BCyA), a CEO Award, or Corporate Award or any other iteration of The People's Honours, medal. The following can also happen when a breach in the signed terms and conditions is identified.

- A) Entirely at the discretion of the organisers of the above awards/honours the name and any reference to any medalist may be removed from the website without notification or consultation with the medalist for any reason the organisers deem fit and proper. This action may be undertaken to maintain the reputation of the above awards/honours. Removal from the website does not constitute a suspension of the award/honour. If and when a suitable resolution is achieved, the website presence may be reinstated.
- B) Entirely at the discretion of the organisers of the above awards/honours the medal may be suspended. In this instance, the individual will be communicated with at the last known contact address or telephone number to inform them of the organisers' decision. A right of reply may be granted which must be made in writing and emailed to info@britishcitizenawards.co.uk or posted to Right of Reply, BCA/BCyA Mail Centre, PO Box 12640, CO15 9GQ, within 15 days of the suspension being made. Upon notification of suspension, a reason for which the organisers are not obliged to give, the recipient is suspended from using the acronym as post nominals, must refrain from wearing the medal in public and remove the reference to the award/honour from any of their social media, media references, and remove the post nominals from any public facing materials. If and when a suitable resolution is achieved, the suspension may be lifted and the website presence may be reinstated, with all restrictions of post-nominals lifted.
- C) If the medalist is found to be in breach of the signed terms and conditions, or is deemed to bring the above awards/honours into disrepute, or is found to be guilty of fraudulently applying for the award/honour or commits a crime resulting in a penalty of imprisonment the award/honour will be rescinded. This will mean that all references to the award/honour ever being made will be struck from public record in as much as possible. The individual will be notified where possible at their last known contact address or telephone number to inform them of the organisers' decision. The medal should be returned and the cessation of use of post nominals in all forms, public and private, should be upheld. Once rescinded, the status cannot be reinstated.

Medalists affected by any of the above sanctions do have the right of appeal. Appeals have to be made in writing and emailed to info@britishcitizenawards.co.uk or posted to Appeals, BCA/BCyA Mail Centre, PO Box 12640, CO15 9GQ, within 30 days of the action being taken.

The organisers reserve these rights unconditionally and will apply them rigorously to protect the reputation of the awards/honours and uphold their credibility for all the medalists who have rightfully earned their honours.