

FSC® , PEFC and ISCC COMPLAINTS

September 2015

DNV GL Business Assurance Sweden AB (A000509) is an accredited certification body.

HANDLING OF COMPLAINTS AND APPEALS

If a stakeholder

- is not satisfied with the certificated organisations answer or actions connected to a complaint directed to the organisation

- is not satisfied with the decisions taken by DNV GL in an Audit, concerning certification or a Comment earlier sent to the Certification Body

- has complaints towards a certificated organisation, and want to direct the complaint direct to the Certification Body (a complainant is not obliged first to send the complaint to the organisation, even if it recommended to try and solve any conflict first between the stakeholder and the organisation before escalating)

the stakeholder has the possibility to file a Formal Complaint to the Certification Body.

CONTACT DETAILS

Send the Formal Complaint by e-mail to

fsccomplaints@dnvgl.com

or by post to

**DNV GL Business Assurance Sweden AB
(FSC® A000509)**

FSC Complaints
P O Box 6046
SE - 171 06 Solna, Sweden

Phone: +46 8 587 940 00
Fax: +46 8 651 70 43

www.dnvgl.se/certifying

Please state

- Name of the stakeholder
- Name of organisation (if relevant)
- Postal adress or e-mail adress
- Any references to services / activities / geographical area
- Details and cause of the complaint

COMPLAINT PROCESS

The Complaint and Appeal Board is responsible for handling of Formal Complaints. The Board consists of employees in DNV GL that has not been part of the latest audit of the certificate holder which is connected to the complaint.

An initial response is sent to the complainant, including an outline of the proposed course of action to follow up on the complaint or appeal, within two (2) weeks of receiving the complaint or appeal.

There is a Complaint and Appeal meeting every month, and all incoming complaints during the time since last meeting shall be handled and a progress report shall be sent to the complainant after the meeting.

DNV GL shall keep the complainant(s) informed of progress in evaluating the complaint/appeal, and shall have investigated the allegations and specified all its proposed actions in response to the complaint or appeal within three (3) months of receiving the complaint or appeal.

When the process leads to non-conformity, suspension or withdrawal, the LOF shall be updated and sent to the customer, and for FSC FM the updated LOF shall be published in the public FSC database. The public report is not always updated, usually only the List of Findings. The result shall be conveyed to the complainant.

In cases of recommendation for suspension or withdrawal the result has to be sent to Technical Review for decision making.

Implementation of actions and verification on implementation of such corrective actions shall be done within one year for the Minors, while for Majors the time limit is 3 months.

The stakeholder behind a Formal Complaint can appeal to FSC's dispute resolution process if the case is not solved through DNV GL's handling. See FSC-PRO-01-005, FSC-PRO-01-008 and FSC-PRO-01-009, or consult the national initiative in FSC.

Formal Complaints on DNV GL's conformance to FSC requirements or to the operations of ASI can be directed to Managing Director at ASI. See FSC-PRO-01-008 and FSC-PRO-01-009 for more information on this or consult the national initiative in FSC.

Complaints/ allegations of misuse of the FSC and/or PEFC logo shall be handled without delay. The certificate holder shall be contacted and verification for purchase and sales shall be sent to DNV GL and a notification shall be sent to FSC Trademark Unit. If the matter cannot be solved through desk audit, a short-notice audit shall be performed as soon as possible.

For certificates that are withdrawn as a consequence of misuse of the FSC logo, the case is handled over to FSC Trademark unit.

EVALUATION OF INFORMATION RECEIVED FROM STAKEHOLDERS AFTER THE MAIN EVALUATION UNDER FSC

Comments received from stakeholders after the main evaluation shall be recorded, and evaluated and documented at the following surveillance evaluation, unless provided as part of a formal complaint or indicating a major non-conformity requiring immediate action. This means situations not possible to post-phone to the next surveillance audit, i.e. threatened

HCV according to FSC definitions, conversion of forest land etc.

Comments received shall be sent to a Lead Auditor for evaluation if the comment indicates a Major non-conformity that requires immediate action or not.

Comments indicating a Major non-conformity that requires immediate action shall be taken care of without any delay. A Lead Auditor shall be assigned to investigate the case as soon as possible, at the latest during the next Complaint and appeal Board meeting.

More information can be found in:

ISO Guide 65
FSC-STD-20-001
ISCC 253 Complaints, Appeals and Arbitration