

FSC® , PEFC and ISCC COMPLAINTS

投訴程序指南

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

不滿及異議處理通知

如果利益相關者

-行動或複雜難解的機構不滿意回答有關投訴針對的組織。

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不滿意,決定由DNV給早些時候關於認證或評論,血糖負荷的審計認證機構。

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有抱怨,指引的投訴直接向認證機構要組織對複雜難解的(信訪人投訴組織,即使不是只得先把它推薦組織和利益相關者之間的首次嘗試解決任何衝突升級之前)。

這可能有利益關係人向認證機構的正式文件的申述。

接受意見

官方郵件: fsccomplaints@dnvgl.com

信址

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下列必須表示

- 接收人名(理解相關人士姓名)
- 組織名稱
- 郵件或郵件地址
- 相關服務/活動/國家(或地區)信息
- 不滿及異議意見的細節

處理不滿程序

不滿處理委員會有責任處理正式的投訴。

委員會由對與不滿事項相關的認證企業,與最近審覈無關的DNV GL職員組成。

接受不滿事項或抗議後2周內包括不滿事項或提出異議的後續措施提案事項的概要,將首次向不滿者提供答覆。

每月舉行不滿及異議會議,處理上會後所接收的所有投訴,會議後向投訴者介紹相關事項。

DNV

GL將持續通報不滿事項/上訴評價進行情況,在不滿事項及異議受理後3個月內,必須明確提出應對不滿事項或上訴的所有措施。

在此過程中,如果對認證項目產生不當,保留或撤銷認證書的情況,應更新LOF並發送給顧客,而FSC

FM則應將升級的LOF公佈在公開FSC數據庫上。

公開報告不是經常升級,一般只更新搜索目錄。

結果要傳達給抗議者。

建議保留或撤回時,爲了決定,需將結果發送至技術審覈部門。輕微的不合格發現事項,措施履行及糾正措施履行驗證要在1年內進行,重大的不合格發現事項爲3個月。

正式提出不滿的利害關係人與DNV GL

進行溝通時,如無法解決問題,則可以報告FSC的糾紛處理程序相關事項。因此,請參照FSC-PRO-01 005,FSC-PRO-01-008及FSC-PRO-01-009,或諮詢FSC國家代表事務所。

DNV GL 的 FSC條件遵守或ASI運營相關的正式不滿事項,可直接轉達給ASI總監。詳細內容請參照FSC-PRO-01 008及FSC-PRO-08。

對FSC及/或PEFC誤用標誌的不滿/嫌疑應立即得到處理。

聯繫認證書持有者,將購買及銷售確認發送至DNV GL,通知應以FSC商標小分隊形式發送。

業務監察不能解決的情況,應儘早實施簡單的監查。

誤用FSC標誌被撤銷的認證書,該保護殼由FSC Trademark裝置處理。

FSC只要不作爲正式苦衷的一部分提供或不立即採取措

施,就應記錄並評價主要評價後從利害關係人那裏得到的意見,並予以評價。這意味着無法給下一個安全監視檢查打電話。

根據FSC的定義,對HCV(保存價值高的山林),森林用途轉換等意見,爲了研討相關事項,向高級審查員傳達內容,並就是否屬於需要立即措施的中隊不合適問題提出意見。

在這種情況下,最近進行的不滿處理理事會需要迅速安排調查相關事項的資深審查員。詳細內容可在ISO導遊65中確認。

FSC-STD-20-001 ISCC 253 不滿,異議及仲裁