

The procedure describes the order in which complaints and appeals are received and reviewed and replied to.

General.

A complaint - Client`s or clients` expression of dissatisfaction in relation to the auditing work and/or certification process within the scope of the accreditation, or in relation to the technical assessment work or in relation to the inspection work within the scope of designated product areas. Complaints may be submitted by third parties.

The complaint may be submitted orally (in person or by telephone) or in writing (including electronically). The complaint must contain the submitter`s name, legal name, registered legal office, description, and date of submission. Anonymous complaints will not be accepted.

An appeal - A Client`s or third party`s request to reevaluate the auditor's conclusion (opinion) in the certification and assessment conclusions in technical assessment or inspection process. The main attention is paid to the Client's appeals.

Certification body, signing the contract on certification service provision, shall inform the Client in writing about the order of appeal submission and conflict resolution.

According to standard PEFC LV 02_1 PEFC Latvian scheme Guidelines for Certification Organisations and Auditors for the Certification of Forest Management and Chain of Custody of Forest-Based Products, if disputes relating to PEFC Forest Management and PEFC Chain of Custody of Forest-Based Products certification can not be resolved between the certification applicant/holder of certificate and the certification organisation, information about it along with other relevant information shall be submitted to the Association "PEFC Latvian Council". The Chairman of the Board of the Association "PEFC Latvian Council" shall assign a dispute settlement committee of three persons, who shall adopt a decision suitable for all parties involved.

Technical assessment body at signing the contract on technical assessment service shall inform the Client in writing about the order of appeal submission and conflict resolution within three (3) month. If more time is needed to complete the investigation, the complainant shall be informed.

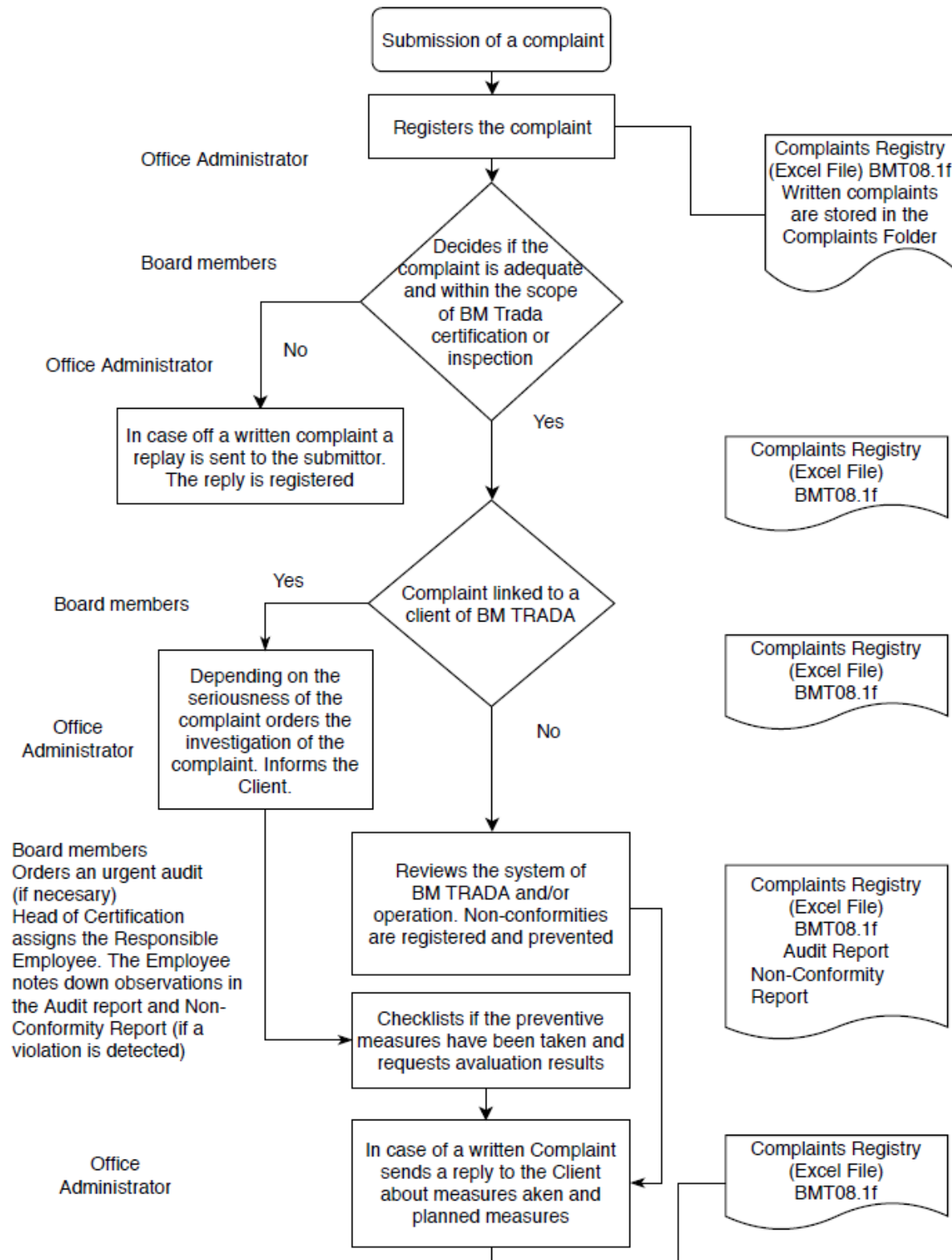
An appeal is accepted in written form as a formal request. The appeal must contain the submitter`s name, legal name, registered legal office, description, and date of submission, as well as the appellant's signature.

If as a result of processing appeals or complaints, errors and mistakes in the actions of BM TRADA are identified, without undue delay the causes of the detected non-conformities shall be investigated and necessary corrections and corrective actions shall be taken, of which reports shall be made in the Non-Conformity Registry in accordance with the procedure specified in the Management System.

Board Members review Complaints and Appeals. In the case of dispute settlement, independent committee of three persons is organized with the aim to review the appeal.

All actions with the complaints and appeals shall be recorded in the order specified in the procedure, as well as received and created documents shall be stored.

Complaints procedure



Appeals Procedure

