

PCSN VIII

Complaints procedure

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1. OBJECTIVE

The objective of this procedure is to take care of an adequate resolution of complaints on decisions and/or activities of PEFC Netherlands and/or the National PEFC Forum.

2. SCOPE

This document was adopted by the Board of Directors of PEFC Netherlands on 11 July 2012.

This document details the procedures for the handling of complaints submitted to PEFC Netherlands relating decisions and/or activities of PEFC Netherlands and/or the National PEFC Forum. Complaints relating to the decisions and activities of a certified entity, an accredited certification body or an accreditation body shall be dealt with by the complaints procedures of the relevant accredited certification body, accreditation body or by the International Accreditation Forum.

3. DEFINITIONS

3.1 Complaint

Written expression of dissatisfaction by any person or organization which relates to decision and/or the activities of PEFC Netherlands and/or the National PEFC Forum.

4. COMPLAINTS

- 4.1 Complaints submitted to PEFC Netherlands shall be limited to decisions and/or activities of PEFC Netherlands and/or the PEFC Council.
- 4.2 Complaints submitted regarding a specific certified entity shall be referred to the complaints procedure of the relevant accredited certification body.
- 4.3 Complaints submitted regarding a specific accredited certification body shall be referred to the complaints procedure of the relevant accreditation body.
- 4.4 Complaints submitted regarding a specific accreditation body shall be referred to the complaints procedure of the International Accreditation Forum.
- 4.5 Regardless of the outcome of any complaint, the complainant and PEFC Netherlands will each meet their own costs, resulting from the handling of the complaint.
- 4.6 The timeframe for the handling of any formally accepted complaint, not requiring an on-site investigation, should normally not exceed 6 weeks.

5. COMPLAINTS ACCEPTANCE

- 5.1 Complaints shall be addressed in writing to the Board of Directors of PEFC Netherlands.
- 5.2 The bureau of PEFC Netherlands shall without delay:
- a) acknowledge to the complainant (in writing) the receipt and subject of the complaint or rejection of the complaint with justification if the complaint is not in accordance with clause 4.1.
 - b) provide the complaints procedure to the complainant to ensure that they are clearly understood, and refer the complainant to other parties responsible for resolving the matter as described in clauses 4.2 – 4.4.

6. COMPLAINT INVESTIGATION AND RESOLUTION

- 6.1 The bureau of PEFC Netherlands will investigate the complaint and seek a resolution. On his request, the complainant can further explain the complaint in person at the bureau of PEFC Netherlands.
- 6.2 The bureau of PEFC Netherlands will send a report, including the complaint, the findings of the bureau and the proposed resolution, to the Board of Directors of PEFC Netherlands.
- 6.3 The Board of Directors decides on the complaint resolutions based on recommendations by the bureau of PEFC Netherlands.
- 6.4 The Board of Directors informs the complainant in writing on the outcome of the complaint resolution process.

7. APPEALS

If the complainant does not agree on the decision by the Board of Directors of PEFC Netherlands on the complaint resolution, he can file an appeal at the College of Appeal of PEFC Netherlands (PCSN VII – College of Appeal Procedures)