



Certification Body Complaints Procedure with regard to FSC® Certification

1 Introduction

- 1.1 In Section 1.11 of its General Terms and Conditions, Certification Body sets out its general complaints procedure. Concerning FSC, there are some additional or alternative provisions, which are described in this document.
- 1.2 Complaints can be submitted to Certification Body by both customers and all interested parties.
- 1.3 Complaints may relate to certification decisions made by Certification Body as well as individual certification procedures.
- 1.4 Contacting Certification Body
Complaints can be submitted to Certification Body in the following ways:
- Via any employee of Certification Body at: info@dincertco.de
or on +49 30 7562-1131
 - Via our partner in China at: service-gc@tuv.com
or on +86 4008831300 / 8009993668

2 Pre-requisites for processing a complaint

- 2.1 In order to deal with a complaint, Certification Body needs the following information:
- A clear description of the complaint or objection in German, English or Chinese; with regard to FSC FM certifications, complaints may also be submitted in the language of the Public Summary which has been published.
 - Provision of objective evidence relating to elements and aspects of the complaint
 - Name and contact details of the person submitting the complaint

3 Procedure

- 3.1 Complaints submitted to Certification Body are processed according to the following process:
- Check whether the processing of the complaint falls under the responsibility of Certification Body
 - Confirmation of receipt of the complaint, if applicable with details of the next steps, within 14 days
 - Collection and evaluation of all necessary information
- 3.2 Additional conditions:
- At the specific request of the complainant, the complainant`s identity is kept secret from the customer.
 - Anonymous complaints or statements of dissatisfaction shall be treated as comments from interested groups and discussed during the next audit.
 - All complaints are going to be recorded by Certification Body.
 - Complainants are going to be kept informed of the progress of the complaint.
- 3.3 The aim is to close cases within 3 months, based on the process mentioned above.
- 3.4 The evaluation of and decision on the complaint shall be performed and taken by persons who were not involved in the evaluation to which the complaint relates.
- 3.5 If an agreement cannot be reached with Certification Body, the complaint may be passed onto ASI. If no solution can be found there either, FSC may be involved as a last step.

Note: TÜV Rheinland is delivering FSC® certification services in association with DIN CERTCO.

认证机构关于 FSC®认证的投诉程序

1 简介

- 1.1 在一般条款与条件的第 1.11 章节中，认证机构建立了一般投诉程序。根据 FSC 的特殊要求，在本程序中做出一些补充或者替代条款的规定。
- 1.2 客户和所有相关方均可将投诉提交至认证机构。
- 1.3 投诉可能与认证机构以及独立的认证程序的作出的认证决定有关
- 1.4 联系认证机构
可通过以下方式将投诉提交给认证机构
—联系认证机构的员工，可通过发送邮件 info@dincertco.de 或拨打电话+49 30 7562-1131
—联系中国的合作伙伴，可发送邮件 service-gc@tuv.com 或拨打电话 86 4008831300 / 8009993668

2 处理投诉的前提

- 2.1 认证机构需要以下信息以处理投诉：
—一份使用德语，英语或者中文明确描述的投诉或者异议；关于 FSC FM 认证，投诉也可使用已公布的公共总结的语言提交。
—提供有关投诉内容或方面的客观证据。
—提交投诉的人员姓名和联系方式

3 程序

- 3.1 提交至认证机构的投诉按照以下流程处理：
—检查是否由认证机构的责任导致投诉
—如果适用于下一步细节，将在 14 天内确认收到投诉
—收集和评估所有必要的信息
- 3.2 附加条件：
—根据投诉方的特殊要求，投诉方的身份是保密的。
—匿名投诉或不满陈述应被视为来自利益相关方的意见，并在下一个监督审核时讨论。
—认证机构保留所有的投诉记录。
—投诉人应被告知投诉处理的进度。
- 3.3 旨在根据上述程序在 3 个月内结案。
- 3.4 投诉的评价和决定应由不涉及投诉评价的人执行和作出决定。
- 3.5 如果无法与认证机构达成一致，投诉可能被交予 ASI。如仍无解决方案，FSC 投诉流程是最终解决方式。

注：TÜV 莱茵与 DIN CERTCO 合作提供 FSC®认证。