

COMPLAINTS PROCEDURE

Definition of a complaint

- I: A complaint is defined as any requests from third parties to investigate the defect of a product or process within the scope of a regulation.
II: Complaint about SKH

If the complaints relates to FSC, see page 2

Ad I)

By the complaints coordinator:

- 1) If the complaint concerns a certified product/service and the complainant has not been in contact with the certificate holder, he will be asked to first contact the certificate holder. If necessary, the complainant is given the name and address of the certificate holder. If the complainant has contacted the certificate holder and the parties cannot reach an agreement, the complaint will be accepted. A registration of the complaint will be made with the following information:
 - date of receipt;
 - complainant details;
 - nature of the complaint;
 - complaint number.
- 2) Letter to certificate holder with the above details and response period (2 weeks). A CC of this letter will be sent to the complainant.

By certificate holder:

- 3) Response to letter.

By project leader:

- 4) The response of the certificate holder will be reviewed and form the basis for a potential investigation.

By project leader:

- 5) If an investigation takes place, a report with the date of the investigation, the parties involved and a conclusion will be drawn up. *)

By reviewer:

- 6) Assesses the report as a 2nd reader.

By project leader

The certificate holder will receive a confirmation when the complaint has been handled.

By the director:

- 7) Response to the complainant with the results of the investigation, if possible within three months after the complaint was made. **) The involved parties will have two weeks to respond.

*) If the conclusion indicates that the certificate holder is at fault, this will have the following consequences, taking into consideration the SKH Regulations for Certification:

- **Notification of the certificate holder**

The letter to the certificate holder contains a paragraph inquiring about the corrective actions to be taken by the certificate holder.

- **Complaint handling**

A complaint will be closed if the above procedure is completed and the corrective actions have been taken. These measures will be captured/verified during an inspection or requested from the certificate holder.

The last date will be captured in our complaint registration and marked as handled.

Archiving

After the complaint has been handled, all correspondence related to the complaint will be archived in the file of the certificate holder. The findings will be stored in Synergy (file) and the documentation/file will be kept in our complaint registration. The last date will be captured in complaints and suggestions and marked as handled.

** With respect to third party certification schemes, the complainant can also file a complaint with the organisation in charge of the certification scheme, such as FSC/PEFC/SSVV/CCM/SMK etc.

Ad II) If there are any complaints about the work or method of SKH, the complainant will be requested to submit this complaint in writing and address it to the director.

The director will inform the complainant about the actions taken in response to the complaint about SKH.

If the complainant is not satisfied with the handling of the complaint by SKH as a certifying body, the complainant can appeal to the tribunal or the "Raad voor Accreditatie" (Board of Accreditation) in case of accredited activities.

Investigations into and decisions about complaints may not lead to discriminatory actions.

Publication of complaint and solution: depending on the nature of the complaint, it will be decided to what extent the complaint and solution will be published (regarding the management systems) in consultation with the complainant and the certificate holder.

The confidentiality requirements apply to this process.

Complaints relates to FSC:

If a complaint relates to FSC-COC certification, the procedure is as follows:

-An injured party has the option to file a complaint or appeal against employee (s) or a group or committee of SKH.

-SKH will maintain the anonymity of the submitter in relation to the certificate holder if the submitter so requests.

1) The complainant or appellant shall provide a clear description of the complaint or appeal with objective evidence in support of any element or aspect of the complaint or appeal, and the name and contact details of the complainant. SKH will treat complaints that have been submitted anonymously or other expressions that are not explicitly substantiated as a complaint as stakeholder comments during the next inspection of the certificate holder. To this end, the project leader makes a comment in the relevant audit request in Synergy.

2) Upon receipt of a complaint or appeal, SKH will, under the supervision of the complaints coordinator:

- a) confirm whether the complaint or appeal relates to certification activities for which it is responsible and, if so, shall address it.
- b) acknowledge receipt of a complaint or appeal within 3 working days;
- c) provide an initial response, including an outline of the certification body's proposed course of action to follow up on the complaint or appeal, within two (2) weeks of receiving a complaint or appeal;
- d) gather and verify all necessary information (as far as possible) to progress the complaint or appeal to a decision;
- e) keep the complainant(s)/ appellant(s) informed of progress in evaluating the complaint/ appeal;
- f) investigate the allegations and specify all its proposed actions in conclusion to the complaint or appeal within three (3) months of receiving the complaint or appeal;
- g) notify the complainant when the complaint is considered to be closed, within one week of making the decision.

3) SKH registers the complaint / appeal, its progress and resolution in its Synergy system and registers all complaints with FSC.

4) SKH (complaints coordinator) will ensure that the decision to resolve the complaint or appeal is taken by or reviewed and approved by employee (s) / person (s) not involved in the evaluation of the complaint or appeal.

5) SKH publishes this complaints procedure on its website in the languages of all countries where FSC certification

activities take place. SKH will respond in the language used in the certification report, or in the agreed language.

6) If, after going through this procedure, the complaint is not resolved, or if the complainant disagrees with SKH's decision, or is dissatisfied with the way SKH has handled the complaint, the complainant can continue his complaint with ASI . As a last step, the complaint can be reported to FSC.