

PEFC Checklist - Scheme Administration (PEFC GD 1004:2009)

1 Scope

This checklist is used for the assessment of requirements for the administration of PEFC systems outlined in PEFC 1004:2009, *Administration of PEFC scheme*.

Any inconsistencies between this text and the original referred to document will be overruled by the content and wording of the standard or the guide.

The compliance with these requirements is only evaluated in the first PEFC assessment of a system or on specific request by the PEFC Secretariat.

2 Checklist

No.	PEFC benchmark requirement	YES / NO	Reference to system documentation (including quotation of relevant text)
PEFC Notification of certification bodies			
1.	Are procedures for the notification of certification bodies in place, which comply with chapter 5 of PEFC GD 1004:2009, <i>Administration of PEFC scheme</i> ?	Yes	PEFC N 07, Chapter 2 and 3 Appendix 1 – Notification contract Appendix 2 – Application scheme for notification
PEFC Logo usage licensing			
2.	Are procedures for the issuance of PEFC Logo usage licenses in place, which comply with chapter 6 of PEFC GD 1004:2009, <i>Administration of PEFC scheme</i> ?	Yes	PEFC N 01, Ch. 10 Appendix 1 – Trademark usage contract Appendix 2 – Logo licence confirmation
Complaints and dispute procedures			
3.	Are complaint and dispute procedures in place, which comply with chapter 8 of PEFC GD 1004:2009, <i>Administration of PEFC scheme</i> ?	Yes	PEFC N 01 Ch.13 – Disputes. “PEFC Norway shall deal with dispute issues as follows: a)Sign that the complaint has been received. b)Collect and verify the necessary information, validate the information and make an impartial assessment before making a decision in the form of a decision. c)Decisions related to the complaint are made by the board of PEFC Norway;

No.	PEFC benchmark requirement	YES / NO	Reference to system documentation (including quotation of relevant text)
			<p>1)Consensus decision: The result is notified to the parties as a basis for any reactions from the certificate holder, certification body or accreditation body.</p> <p>2)In the event of disagreement or dispute between the organizations of PEFC Norway, a voluntary arbitration board is established. Decisions in voluntary arbitration are notified to the parties as a basis for any reactions from the certificate holder, certification body or accreditation body.</p> <p>d)Formally report the result of the complaint and the appeal process to the complainant.</p> <p>e)Based on the results, take appropriate corrective and/or preventive actions.</p> <p>(...)</p> <p>Complaints relating to PEFC Norway's management of the certification system shall be treated in the same way as when dealing with dispute issues."</p>