

26.11.2020

Complaint, Appeal Management Procedure



SOYDER

Sürdürülebilir Orman Yönetimi, Ürün ve Hizmetleri Belgelendirme
Derneği
Söğütözü Mah. Söğütözü Cad. No:2A / 9 Çankaya / Ankara / Turkey
Tel:
E-Mail:

Copyright notice

© SOYDER 2020

This document of *SOYDER* is copyright-protected. The document is freely available from the PEFC website or upon request.

No part of the document covered by the copyright may be changed or amended. It must not be reproduced or copied in any form or by any means for commercial purposes without the permission of Austria.

The only official version of the document is English. In case of any doubt the English version is decisive.

Document name	: Complaint, Appeal Management Procedure		
Document title	: PEFC-TR-PR-4004:2020		
Approved by	: <i>SOYDER</i>		
First Issue date	: 06.10.2020	Revision No. / Date:	IFA ¹ / 26.11.2020
Date of entry into force	: dd.mm.yyyy		

¹ IFA: Issued for approval of PEFC Council

INDEX

FOREWORD	4
INTRODUCTION	4
1 SCOPE	4
2 NORMATIVE REFERENCES	4
3 TERMS & DEFINITIONS.....	5
3.1 Appeal.....	5
3.2 Complaint	5
4 COMPLIANT & APPEALS ACCEPTANCE.....	5
5 COMPLAINT AND APPEAL RESOLUTION PROCESS.....	5
6 DOCUMENTATION.....	6
7 VERSION HISTORY	6
FIGURE 1: COMPLAINT/ APPEAL PROCEDURE DIAGRAM.....	7

Foreword

SOYDER (PEFC: Programme for the Endorsement of Forest Certification schemes) is a national organisation with the purpose of facilitating sustainable forest management through forest certification and labelling of wood products. Consumers can trust that products carrying the PEFC label are made of raw material from sustainably managed forests, from recycling and/or non-controversial sources. SOYDER is a work group responsible for the standard setting and the administration of the Turkey PEFC scheme.

PEFC standards are developed within an open and transparent procedure based on consensus and supported by consultation of a variety of stakeholders. Since 2020, PEFC Turkey is *full member* of PEFC International whose strict endorsement procedure guarantees international recognition.

To improve the readability, the male form is used for all denominations of persons. It refers to both, males and females.

Introduction

Forest management certification provides confidence that the defined forest area is managed in compliance with the requirements for sustainable forest management. Forest management certification and certifications of the subsequent chain of custody enables forest owners and forest managers as well as other actors in the wood industry to actively communicate sustainability aspects of their products.

In order to maintain this confidence, all the processes covered by the certification scheme are supported by complaints and appeal procedures. The complaints and appeals are not only regarded as a safeguard mechanism but as an opportunity to improve the scheme's services through implementation of corrective and preventive measures.

The term "shall" is used throughout this document to indicate those provisions that, reflecting the requirements that are mandatory. The term "should" is used to indicate guidance that, although not mandatory, is provided as a recognised means of meeting the requirements. The term "may" used throughout this standard indicates permission expressed by this standard whereas "can" refers to the ability of a user of this standard or to a possibility open to the user.

1 Scope

1.1 This procedure guideline details procedures for complaints and appeals to SOYDER which concern decisions and/or activities related to SOYDER, including standard setting, interpretation of the SOYDER standards, logo usage licencing, notification of certification bodies, the PEFC registration system operated by SOYDER and the endorsement of control systems for forest entrepreneurs.

Note: Complaints and appeals 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 and appeals procedures of the relevant accredited certification body; an accreditation body; the European co-operation for Accreditation or by the International Accreditation Forum.

2 Normative References

N/A

3 Terms & Definitions

3.1 Appeal

Written request by any person or organisation (the appellant) for reconsideration of any decision affecting the appellant made by SOYDER's bodies where the appellant considers such decision have been taken in breach of the SOYDER's requirements or procedures.

Note: Such adverse decisions may include, for example:

- Rejection of application for usage of the PEFC Logo;
- Refusal of application for the notification of certification bodies.

3.2 Complaint

Written expression of dissatisfaction (other than appeal) by any person or organization which relates to the activities of SOYDER or PEFC Council.

A certificate issued by a certification body within the scope of its accreditation, which bears the accreditation body's symbol.

4 Compliant & Appeals Acceptance

4.1 All complaints and appeals shall be addressed in writing to SOYDER's Secretariat.

4.2 It is the responsibility of the complainant/ appellant to submit written information which can be verified as accurate and correct through an independent source.

4.3 The SOYDER's Secretary General decides on formal acceptance of the complaint/ appeal provided that the complaint/appeal is in accordance with 3.2/3.1 and the information supporting the complaint/appeal can be authenticated as being in compliance with 4.2.

4.4 The SOYDER's Secretary General shall without delay:

- a) acknowledge to the complainant/ appellant (in writing) the receipt and acceptance/rejection of the complaint/ appeal, including its justification;
- b) provide the complainant/appealant with details of the SOYDER's complaints and appeals procedures to ensure that they are clearly understood;
- c) refer the complainant/ appellant to other parties responsible for resolving the matter where the matter does not satisfy clause 1.1.

5 Complaint and appeal resolution process

5.1 The SOYDER's Chairperson shall assign an ad-hoc Task Force Group (the TFG), comprising one or more persons, to investigate the accepted complaint or appeal. The members of the TFG shall have no vested or conflict of interest in the complaint or appeal. Alternatively, in justified circumstances, the TFG may have balanced representation of concerned parties.

5.2 The TFG shall undertake a thorough investigation and seek a resolution. The TFG shall submit in a timely matter, a detailed written report, to the SOYDER's Chairperson to be presented to the Board of Directors. The report shall include a statement indicating whether,

or not, the complaint or appeal has been substantiated and recommendations on resolving the complaint/ appeal.

Note: It is expected that complaints not requiring an on-site investigation should normally be investigated by the TFG within 1 month.

5.3 The Board of Directors shall approve or disapprove the conclusions of the report, including its recommendations and relevant corrective and preventive actions. Where the complaint or appeal concerns the decision of the General Assembly, the final decision is made by the General Assembly based on recommendation of the Board of Directors.

5.4 The *SOYDER's* Secretary General shall, without delay, inform the complainant/ appellant and other interested parties about the outcomes of the complaint/ appeal resolution process, in writing.

5.5 It is expected that any formally accepted complaint/ appeal, not requiring an on-site investigation should normally be resolved within 6 months.

5.6 Regardless of the outcome of any complaint/ appeal, the complainant/ appellant and *SOYDER* shall each meet their own costs.

6 Documentation

6.1 The *SOYDER's* Secretary General shall keep records relating to the complaints/ appeals, including their reception; acceptance/rejection, investigation, resolution and communication to the complainant/ appellant.

7 Version History

11.1 The following list presents a list of changes to this quality document over time.

Revision Status	Revision Date	Description of Revision	Prepared by	Controlled by	Approved by
IFR	06.10.2020	Issued for review from PEFC Council	SYI	GKO	GKO
IFA	26.11.2020	Issued for approval of PEFC Council	SYI	GKO	GKO

Figure 1: Complaint/ appeal procedure diagram