

SKH

Version: 3

Doc no 89.002

Quality manual

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PROCEDURE FOR HANDLING COMPLAINTS

Definition of complaint:

I: A complaint is defined as any requests from external parties for an investigation into a deficiency in a product or process within the scope of a regulation.

II: Complaint about SKH.

N.B. If the complaint concerns FSC see page 2.

Re I)

Procedure for handling complaints:

Receipt of report/complaint via SKH website, telephone or e-mail by secretariat, director, controller. Forward report/complaint to complaints coordinator for handling.

If the complaint concerns a certified product/service and the complainant has not yet contacted the certificate holder, the complainant is asked to contact the certificate holder first. If necessary, the complainant is helped to get the NAW details of the certificate holder. If the complainant has contacted the certificate holder and both parties do not reach an agreement, the complaint will be taken up.

In the event of a complaint, an internal procedure is initiated in which the following details are recorded:

- Date of entry;
- Complainant details;
- Nature of complaint;
- Complaint number.

Should it emerge that the complaint is unjustified due to, for example, no KOMO quality mark or the certificate holder has not been informed by the complainant, the notification/complaint will not be processed by SKH.

Anonymous complaints and expressions of dissatisfaction that cannot be treated as complaints are named as stakeholder comments during the audit (add as comments in next audit visit of the certificate holder concerned).

An acknowledgement of receipt is sent to the complainant by the complaints coordinator within 2 weeks of receipt of notification.

The certificate holder will be contacted by SKH within 2 weeks of receipt of the notification. Communication will take place in the Dutch language or a language agreed by the SKH representative and the complainant.

SKH will keep its identity confidential from the accused at the request of the complainant.

The certificate holder's response is assessed and a decision is taken on the basis of this assessment as to whether an investigation will take place. If an investigation will take place, it is carried out, if possible, within 3 months of the notification, by an auditor who is not involved in the certificate holder's audits. A report will follow with the date of the investigation, those involved and the conclusion. This report is assessed by a 2^e reader.

The complainant and the certificate holder will receive a copy of the report. Stakeholders are given 2 weeks to respond to the report's conclusion.

If the conclusion indicates that the certificate holder has been found to be in default, this will lead, subject to the SKH Regulations for Certification, to the following: the certificate holder will receive notification from SKH of the corrective action to be taken and the deadline by which this must be completed; the complainant will be informed of this.

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If the complainant disagrees with the conclusion of the report, the complainant may appeal to the Arbitral Tribunal.

Complaint handling

A complaint is closed when the above procedure has been completed and corrective actions have been taken. These measures are recorded/verified during an audit or are requested from the certificate holder.

A complaint is also closed if no response to a notice from SKH has been received from the complainant after six months. In the administration system, this last date is listed as a sign settled.

Archiving

After settlement of the complaint, all correspondence related to the complaint is archived in the file of the relevant certificate holder. The findings are stored in Synergy (file).

For external schemes, the complainant also has the option of also making the complaint known to the scheme manager such as FSC/PEFC/SSVV/SCCM/SMK etc.

A complaint is first dealt with according to SKH's complaints procedure and if not resolved, submitted to ASI and finally to FSC, in case of disagreement on the results of the audit in relation to the normative documents.

Re II)

Procedure for handling complaints:

Receipt of report/complaint via SKH website, telephone or e-mail by secretariat, director, controller. Handling by director/complaints coordinator as per doc 89.167.

Note: Investigation and decision on complaints should not lead to discriminatory actions.

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

Confidentiality requirements apply to this process.

Procedure complaint FSC:

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

1. An aggrieved party has the option of filing a complaint or an appeal against employee(s) or a group or committee of SKH.
2. SKH will maintain the anonymity of the submitter in relation to the certificate holder if requested by the submitter.

1) The submitter or appellant shall provide a clear description of the complaint or appeal with objective evidence to support each element or aspect of the complaint or appeal, and the name and contact details of the submitter. SKH will treat complaints submitted anonymously or other expressions not explicitly substantiated as complaints as comments during the certificate holder's next inspection. To this end, the project manager will make a comment in the relevant inspection request in Synergy.

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

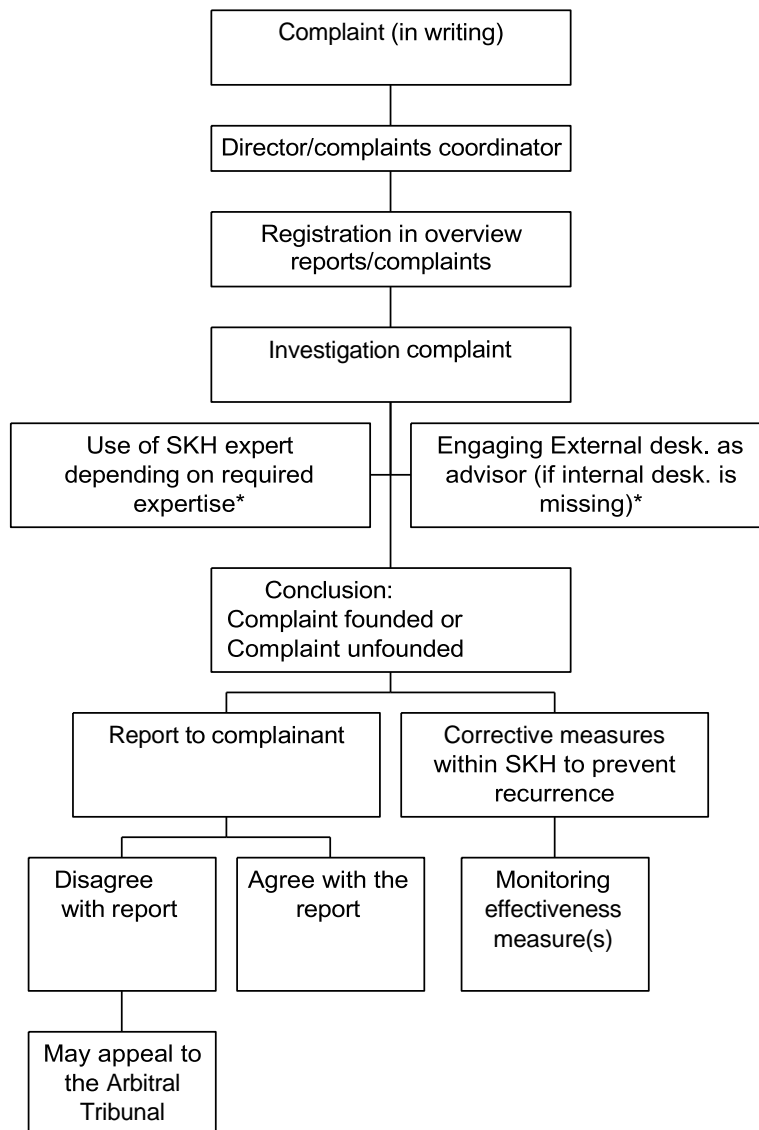
- a) determine whether the complaint/appeal relates to certification activities that fall under the responsibility of SKH. If yes, the complaint/appeal will be considered;
- b) confirm the receipt of the complaint/appeal to the complainant within 2 weeks of receipt;

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- c) collect and verify all necessary information (as far as possible) to reach a decision/resolution on the complaint/appeal;
 - d) keep the petitioner and the certificate holder informed about the progress of the assessment of the complaint/appeal;
 - e) examine the subject of the complaint/appeal within 3 months of receipt and propose appropriate actions to resolve the complaint/appeal;
 - f) if more time is needed to complete the investigation, the complainant and the organisation's certifier should be informed;
 - g) notify the petitioner and certificate holder of the solution.
- 3) SKH records the complaint/appeal, and its progress and resolution in its system Synergy and registers all complaints with FSC.
- 4) SKH (complaint coordinator) will ensure that the decision by which the complaint or appeal is resolved is either taken by or reviewed and approved by employee(s)/person(s) not involved in the evaluation related to 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 the decision by SKH, or is dissatisfied with the way SKH has handled the complaint, the complainant may continue their complaint with ASI. As a final step, the complaint can be reported to FSC.

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**FLOWCHART FOR HANDLING COMPLAINTS ABOUT A
SKH CERTIFICATION PROCESS (see document 89.002 Ad II)**



*= the expert engaged is impartial towards the certification process