

Annex G: DISPUTE SETTLEMENT PROCEDURE

Basic Principles:

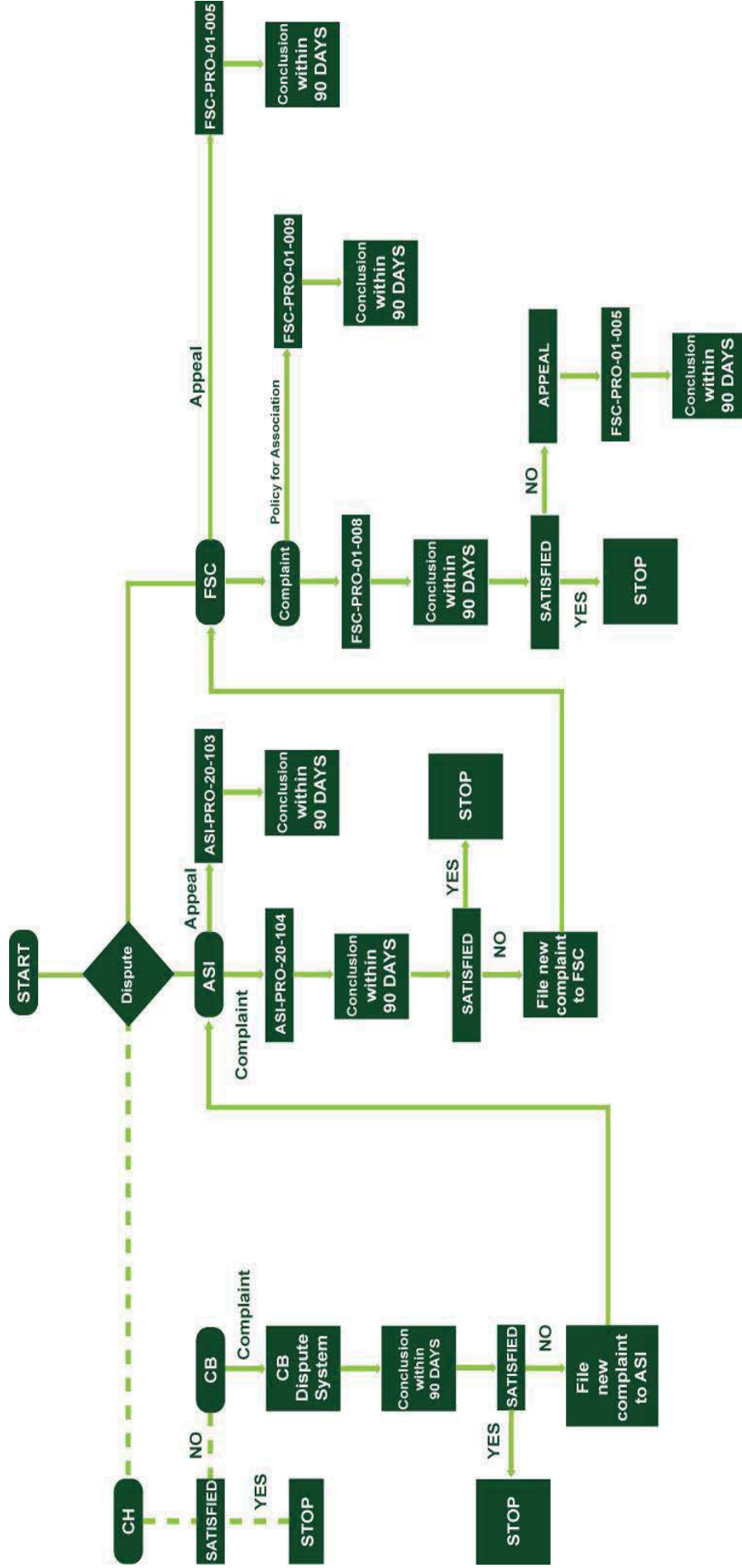
1. Disputes should be first settled through discussions and negotiations between the parties involved. Official filing shall only be used as a last resort.
2. Disputes shall first be discussed at the management unit level (forest organisation / directorate) before the complainant appeals to higher levels.

Situations:

1. Any objections related to FSC Standards, to the activity of FSC International, the FSC National Offices, as well as the ASI activity shall be filed according to the following procedure:
 - FSC-PRO-01-008
2. The objections related to the activity of the organizations associated with FSC with regard to the Policy for the Association of Organizations with FSC (FSC-POL-01-004) shall be filed according to the following procedure:
 - FSC-PRO-01-009
3. The objections related to the way in which a certain certified forest unit / directorate carries out its activity in relation to the FSC standard requirements shall be submitted to the certification body and shall be settled according to each certification body's own procedure for notifications and complaints.
4. The objections relating to the activity of any FSC accredited certification body shall be analysed by Accreditation Service International (ASI) according to the following procedure:
 - ASI-PRO-20-104

ATTENTION! Before addressing ASI, the objections should be discussed in compliance with the procedure for the settlement of complaints which is specific for the relevant certification body.

Steps in the settlement of disputes



Annex 2 in Procedure FSC-PRO-01-005 (V 3-0) EN

Dispute Resolution Map

Acronyms: CH - Certificate Holder; CB – Certification Body; ASI -Accreditation Services International)

Procedure for submitting notifications or complaints related to FSC (Forest Stewardship Council®) Forest Management to the *certification body*

Complaints of any nature on the FSC® (logo included) Forest Management Standard shall be addressed to the FSC® forest management responsible person.

The notifications or the complaints can be transmitted:

- By fax at fax number:
- By e-mail at e-mail address:
- By submitting the written complaint directly to the forest unit/ directorate headquarters with registration in the Register of Complaints of:

The complaint shall compulsorily include:

- Name and surname of the complainant:
- The organisation on behalf of which the complainant acts (if the case is)
- Contact details (fax, e-mail and possibly the address) for receiving the results.
- Standard reference which makes the object of the complaint
- Date when the complaint was submitted

When received, the complaint shall be registered at the secretary office of the management unit and receive a number given by the secretary in the Register of Correspondence (1123/xx.yy.www).

The complaint shall be checked by the responsible person or by a set complaint panel, if the legislation in force so stipulates.

The panel is formed of:

- The FSC® responsible person within the forest unit /directorate
- The responsible person of the department on which the complaint is made.

The complaint can be submitted in no more than 7 calendar days from the identification of the noncompliance with the FSC® forest management certification process. At the receipt of the complaint, the FSC® forest management responsible person confirms to the complainant the receipt, registering each complaint with a number. All complaints shall be kept in hard copy in the file with FSC® procedures, registrations and records for at least 5 years.

The complaints shall be settled within 30 days. In exceptional cases, the solving deadline is of 60 days, with the obligation to explain the reason of the decision and prior notification to the complainant.

The answer on the complaint settling by the forest unit/directorate will be given the in the same way as the complaint was registered (be telephone, e-mail, fax, letter).

Any complaint on the implementation of the FSC forest management standard shall be amiably settled. If such a settlement is not possible, of in the complainant is not satisfied, the complainant can go further, addressing the certification body that issued the certificate through this body's representative. The contact data of the certification body are on its internet page.

If the complainant is still not satisfied, the complainant can address directly the FSC Office in Romania or the FSC International managerial team in Bonn, Germany (contact details are to be found at the address www.fsc.org).

In case the FSC result is still unsatisfying, the complainant can address Accreditation Services International. (<http://www.accreditation-services.com>)

FSC forest management responsible person,

Date,