

## **Complaints and appeals procedure in the FSC<sup>®</sup> system**

**Company: Stolbud Włoszczowa S.A.  
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29-100 Włoszczowa**

**Person (and position)**

**in the company designated to**

**carry out control concerning certification:**

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FSC<sup>®</sup> Agent**

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## **1. Policy**

In order to ensure the responsible conduct of the certification process, all the parties involved will have access to the complaints and appeals process in due time and in the same manner. This is the Appeal and Complaint Handling Procedure for FSCC at STOLBUD WŁOSZCZOWA S.A.

The purpose of this procedure is to:

- resolve issues related to FSC® and its standards and procedures.
- identify opportunities for improvement in standards and procedures so as to avoid complaints in the future.

## **2. Scope**

This procedure applies to appeals procedures and filing complaints.

IMPORTANT: STOLBUD Włoszczowa S.A. encourages stakeholders who have any comments regarding forest management certification (FSCV) and controlled timber to engage in open consultations for certified entities and other stakeholders at STOLBUD Włoszczowa S.A. before submitting complaints and appeals.

To send your comments in the form of a consultation, please write to: [wloszczowa@stolbud.pl](mailto:wloszczowa@stolbud.pl)

Alternatively, you can contact us by phone or at our head office (see 'Contact' section on page 4). Regional contact information is available on our website.

## **3. Definitions**

Complaint: Expression of dissatisfaction, filed by an individual or organisation in the certification body regarding the activities of the entity in question and/or its clients. In the context of the Forest Stewardship Council® (FSC®), the complaint must include:

- the name and contact details of the complainant
- a clear description of the situation, and
- evidence supporting each of the elements of the complaint.

Appeal: a demand by a customer for the certification body to reconsider a decision that has been made in his/her case.

#### **4. Information on procedures for handling complaints and appeals at STOLBUD Włoszczowa S.A.**

Access to this procedure is provided as follows:

- All applicants for FSC® certified products have been notified of it during the purchase process.
- During the purchase process of FSC® certified products, entities will be informed of the existence of this procedure.
- The procedure can be sent to anyone (including customers) upon request.

Note: STOLBUD Włoszczowa S.A. will not undertake any discriminatory actions connected with the sent complaint or appeal.

#### **5. Procedures for dealing with complaints and appeals in brief**

STOLBUD Włoszczowa S.A. will take the following steps with regard to the complaint or appeal:

- Confirm the receipt of the complaint/appeal/comment.
- Conduct a preliminary review of the sent information to determine whether it is a complaint or an appeal.
- Prepare an initial response, including the outline of the type of actions proposed by STOLBUD Włoszczowa S.A. (see 6.2 below) within two (2) weeks of receipt of the complaint or appeal. The contact details of the person assigned to the complaint or the appeal in STOLBUD Włoszczowa S.A. will be provided.
- Collect and verify all necessary information (as carefully as possible) in order to make a decision
- Keep records of all complaints and actions taken.
- Enable the involved party to submit a complaint or appeal to the body appointed by STOLBUD Włoszczowa S.A. (see section 6.3 below).
- Inform the involved parties about the progress in the process of evaluating the complaint or appeal.

- Investigate the allegations and indicate the proposed actions with respect to the complaint or appeal within three (3) months of receipt.
- Notifies the complainant that the complaint has been closed, i.e. STOLBUD Włoszczowa S.A. has collected and verified all the necessary information, has examined the allegations, and has made a decision regarding this matter.
- Respond to complaints and appeals in the same language as the publicly available summary of the certification report or will agree upon a different language with the complainant.
- Maintain the complainant's anonymity in relation to the client if the complainant requests this.
- Where necessary, inform the owner of the system about the complaint.

STOLBUD Włoszczowa S.A. will record and monitor complaints and appeals, as well as actions to be taken to resolve them.

See: Annex 1 Diagram of the complaint and appeals process (page 8).

## **6. Procedure**

### **6.1 Preliminary review**

After receiving a comment or inquiry, a preliminary review of the submitted information will be conducted to determine whether the complaint or appeal has been submitted in accordance with section 3 (Definitions):

- STOLBUD Włoszczowa S.A. will confirm whether the complaint or appeal relates to certification activities for which it is responsible.
- STOLBUD Włoszczowa S.A. will offer a discussion in order to solve the problem
- If you wish for the submitted notification to be recognised as a complaint or appeal, but have not sent the required information, STOLBUD Włoszczowa S.A. will require a clear description of the complaint or appeal, objective evidence in support of each element or aspect of the complaint, and contact details of the person submitting the notification before reviewing the case in accordance with this procedure.
- Anonymous complaints and expressions of dissatisfaction which are not justified as complaints will be treated as comments.

## **6.2 Assessment of complaint or appeal**

The actions proposed by STOLBUD Włoszczowa S.A. will depend on the type of complaint or appeal and, in order to collect and verify all the necessary information (as carefully as possible) and to make a decision, they may involve one or more of the following options:

- Assessment based on documentation, photos, letters, and other evidence
- Verification in the field. If the complaint or appeal concerns a client's business requiring on-site verification, we may decide to visit the place of business.

Note: Information regarding the customer that is not publicly available and obtained from external sources (other than the customer) will be treated as confidential unless the information source and the customer agree in writing to make such information available.

## **6.3 Decision to resolve the complaint or appeal**

If you wish to file a complaint or appeal, we will make it possible for you to file a complaint or appeal to a decision-maker(s), i.e. free from conflict of interest and capable of making an impartial decision.

Depending on the type of complaint or appeal, the decision regarding the complaint or appeal will be made or verified and approved by a person(s) not involved in the assessment of the complaint or appeal.

One or more of the following methods will be used to make the decision:

- A STOLBUD Włoszczowa S.A. employee who is not involved in the assessment process and is free from conflicts of interest may decide on how to resolve the complaint or appeal.
- Verification of the decision and its final approval may be carried out by the President of the Board at the request of an employee of STOLBUD Włoszczowa S.A.

## **6.4 Decision closing the complaint**

STOLBUD Włoszczowa S.A. will inform you when the complaint has been closed, stating that STOLBUD Włoszczowa S.A. has collected and verified all the necessary information, has examined the complaint, has made a decision regarding this matter and has sent you, the complainant, its response.

## **6.5 Further provisions**

If you are not satisfied with the decision made by STOLBUD Włoszczowa S.A.

In relation to matters concerning Forest Stewardship Council (FSC) certification, you can file a complaint to:

Control Union Poland Sp. z o.o.  
al. Wojska Polskiego 45  
65-764 Zielona Góra  
NIP [tax id number]: 8512949295  
e-mail: [polska@controlunion.com](mailto:polska@controlunion.com)  
fax +48 68 414 17 08  
tel. +48 68 452 34 39

Addressing your complaint to the FSC is the last step you can take.

In relation to matters concerning Programme of Endorsement of Forest Certification (PEFC™) certification, you can file a complaint to PEFC national office or to PEFC International:

e-mail: [info@fsc.org](mailto:info@fsc.org)

## **7. Contact**

For further information, please contact:

Stolbud Włoszczowa S.A. / The KORONEA Group  
29-100 Włoszczowa  
ul. Jędrzejowska 74

Annex 1 Diagram of the complaint and appeals process

