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Complaints and appeals settlement procedures

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Introduction

Based on the articles 11, 18, 19 and 20 from the Statute of the Council for SFM in Macedonia and chapter 4.5 from the Standard setting and revision procedures (PEFC MK 02:2017), the Council for SFM in Macedonia is adopting this document as detailed procedures for complaints and appeals settlement processes.

Scope

These procedures are valid for any kind of complaint¹ or appeal² that may appear during the period of validity of the scheme.

These procedures are valid for the standard setting process and for the standard setting procedures as well.

Nomination of the Complaint and Appeal Resolution Body

The President of the Council for SFM is seeking for proper candidates that fulfill requirement of the article 19 from the Statute and they will be nominated for approval at the Assembly. The candidates shall accept in written their nomination in the Complaint and Appeal Resolution Body.

Composition of the Complaint and Appeal Resolution Body

The Complaint and Appeal Resolution Body is comprised of three members. This Body is to be independent and impartial and should strive to represent the interests of the three major groups which determine sustainability: economic, environmental and social. The Body members elect a Chairperson among themselves.

Procedures

Any stakeholder is encouraged to submit appeal/complaint to The Council for SFM. Appeal or complaint shall be in written format and may be sent to email address announced on the web page of the Council for SFM or by letter.

Complaints, appeals or proposals that are related to the content of Criteria and Indicators for SFM shall be submitted using the form that is available on the web page of the Council for SFM. The form is set as Annex 1 in this document.

The official contact point on communication for appeals/complaints is the official email address of the Council for SFM: pefcmk@gmail.com

After receiving of appeal/complaint, the President informs the Complaint and Appeal Resolution Body about receipt in period of one week. During this period the Complaint and Appeal Resolution Body acknowledge receive of appeal/complaint to complainant in letter or through the email communication.

After receive of appeal/complaint, the Complaint and Appeal Resolution Body starts with procedure of gathering and verification of all necessary information that are relevant to the content of appeal/complaint. Based on the information gathered, the members of Complaint and Appeal Resolution Body shall execute the process of evaluation and to decide if appeal/complaint is accepted or rejected. Evaluation process shall be executed on the principal of impartiality. The decision shall be brought in voting by majority of votes at the members of Complaint and Appeal Resolution Body. The Body shall prepare written report for the process and voting that will be kept at the archive of The Council for SFM. This stage of dealing with appeal/complaint shall not be longer than 4 weeks.

¹ Complaint: written expression of dissatisfaction (other than appeal) by any person or organisation which relates to the activities of The Council for SFM.

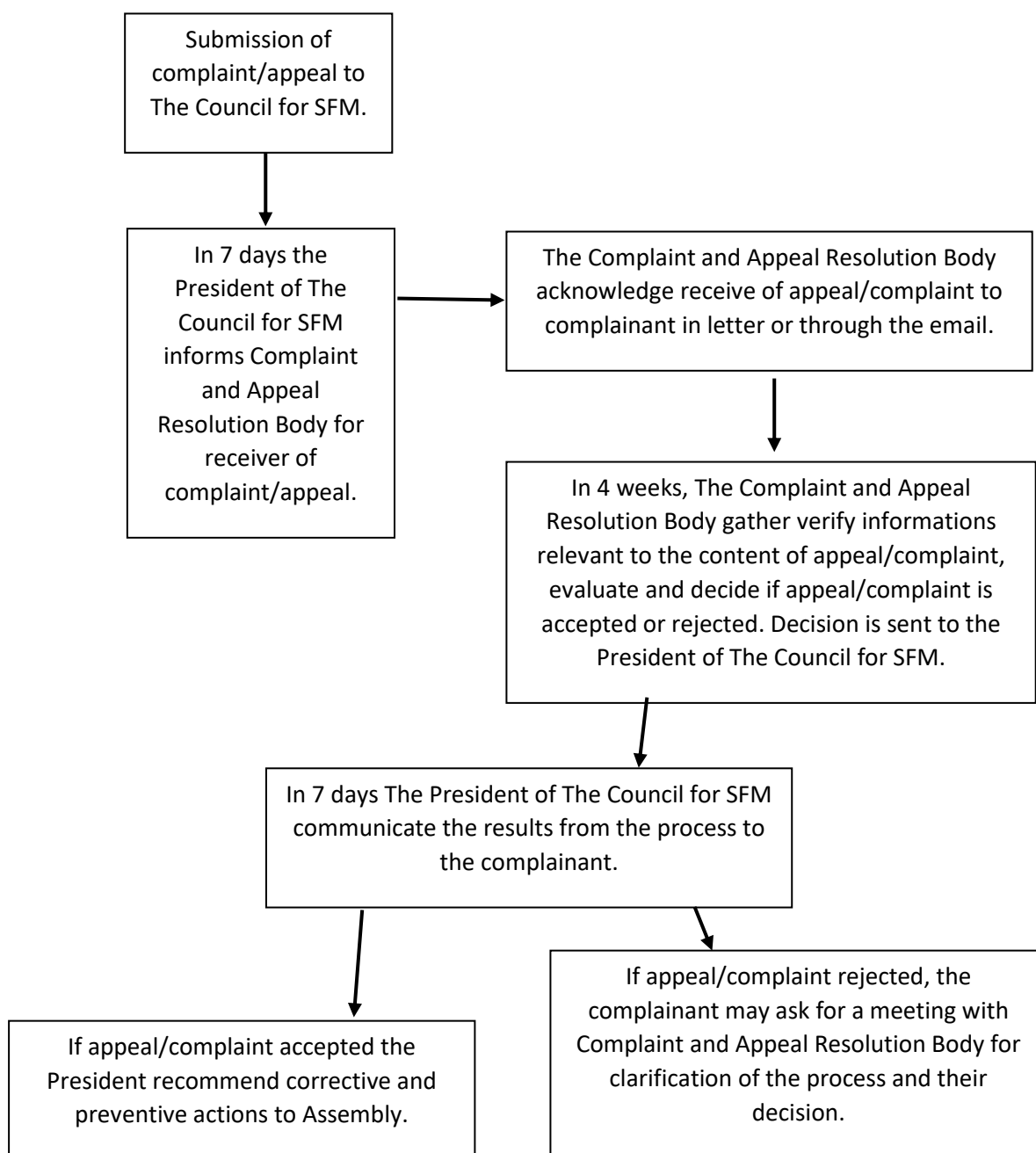
² Appeal: written request by the appellant for reconsideration of any decision made by The Council for SFM decision making bodies where the appellant considers such decision have been taken in breach of The Council for SFM requirements or procedures.

The decision of the members of Complaint and Appeal Resolution Body is final and sent to the President. After receiving of decision, the President formally communicate the results from the process to the complainant, Assembly and other potentially concerned parties. This communication shall be done in a period of 7 days after receiving of decision from the Complaint and Appeal Resolution Body.

If appeal/complaint is accepted by the Complaint and Appeal Resolution Body, the President shall recommend appropriate corrective and preventive actions to Assembly.

If appeal/complaint is not accepted by the Complaint and Appeal Resolution Body, the complainant may ask for a meeting with the members of the Body for clarification of the process for handling with appeal/complaint and their decision.

Description of the process



Annex 1

Form for submission of complaints, appeals or proposals for the content on SFM criteria and indicators

Name/organization/member of work group	Criteria/indicator	Original text	Complaint/appeal/proposal	Justification for proposed change

Date _____

Signature _____