

1. Objective

To define the process and the operative ways of a commission for the settlement of disagreements that cannot be resolved by the procedures of the certification organism accredited, for Forestry Management or Chain of Custody.

2. Scope

PEFC Uruguay

All the certification organisms accredited by PEFC Uruguay.

All certified entities or in process of being certified by PEFC Uruguay.

3. Commission for the settlement of disagreements

Every time a complaint is received, a commission must be constituted for its evaluation and settlement. The members of the settlement of disagreements commission are independent and impartial and will be appointed *ad hoc* by PEFC Uruguay.

The commission will be integrated by a representative of the forestry producers, a representative of the forestry service companies working in the area and a representative of the social organizations of the area.

For cases of more complexity, an expert in the matter in question will be appointed. The expert's function will be to advise the commission, but will have no right to vote.

In every case, the president will be appointed by the members of the Commission for the settlement of disagreements.

3. Procedure for the settlement of disagreements.

The request for the beginning of a disagreement settlement must be directed to the secretariat of PEFC Uruguay.

The request must be presented with evidence about the case, testimonies of the parties involved and if possible, include the results of the internal investigation by the certification organism.

The PEFC Uruguay secretariat must present receipt for the claim to the demandant party.

If the PEFC Uruguay Directory does not meet within the two months of presented the claim, the appointment of the Commission and its members will be done in writing by PEFC Uruguay Secretariat.

The Commission for the settlement of disagreements must meet, for the first time, within the period of 3 months from the moment of the claim to PEFC Uruguay.

The decision of the commission will be made within the two month period from the time of the first commission meeting. The decision will be made by simple majority.

Prepared by : Secretaría Técnica	Approved by: Comisión Directiva PEFC Uruguay

The PEFC Uruguay Secretariate is responsible for the minute confection of the meetings and the maintenance of the registers necessary. The secretariate will be responsible to of informing the parties involved about the results of the settlement of the disagreement.

The decision of the commission is unappealable and ends the procedure of disagreement settlement for PEFC Uruguay. All the certificates and confirmations of participation are valid until the commission announces the final decision.

The functioning costs of the Commission will be paid by all those involved in the process (demonstrator, defendant and certification organism).

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