



Appeal and Complaint Resolution Procedure – Soil Association Certification Ltd - Forestry Team 申诉与投诉解决程序 —— 土壤协会林业团队

1. Policy and Scope 政策与范围

Soil Association Certification Ltd aims to address any expression of dissatisfaction, including comments, complaints and appeals received in relation to its certification activities, providing timely resolution, fairness and transparency in its activities. 土壤协会致力于及时、公正、透明地解决任何与其认证活动相关的不满表达，包括意见、投诉和申诉。

This document is a summary of information about the procedures for submitting and handling complaints and appeals for certification activities related to the Forestry Team, Climate and Landscape team excluded. 本文档概述了针对林业团队认证活动（不包括气候与景观团队）提交和处理投诉及申诉的程序。

NOTE: This process is separate from the stakeholder consultation process for forest management (FM) certification which is described in IP-FM-006 Consultation Policy and Guidelines (IP-FM-006 is publicly available at: <https://www.soilassociation.org/certification/forestry/forest-management-certification/consulting-stakeholders/>)

注：本程序与森林管理（FM）认证的利益相关方咨询流程是分开的，后者详见《IP-FM-006 咨询政策与指南》（IP-FM-006 公开获取地址：<https://www.soilassociation.org/certification/forestry/forest-management-certification/consulting-stakeholders/>）。

Prior to lodging an appeal or complaint, Soil Association Certification encourages all stakeholders with concerns in relation to forest management or controlled wood certification to engage fully with both the stakeholder consultation process of the certificate holder and the stakeholder consultation process conducted by Soil Association. If you would like your comment to be considered as stakeholder consultation feedback, please e-mail: ForestryConsultation@soilassociation.org

Alternatively, please contact our [Head Office](#). Regional contact details are found on [our website](#).

在提交申诉或投诉之前，土壤协会鼓励所有对森林管理或受控木材认证有疑虑的利益相关方，充分参与证书持有者的利益相关方咨询流程以及土壤协会开展的咨询流程。如果您希望您的意见被视为利益相关方咨询反馈，请发送邮件至：

ForestryConsultation@soilassociation.org

或通过[总部](#)联系我们。地区联系方式可在[官网](#)查询。

2. Fairness and confidentiality 公正性与保密性

Soil Association Certification recognises the value of external feedback as a potential benefit for the improvement of the services provided. Since the health and well-being of our staff is a priority, no abuse of the complaints and appeals mechanism, or any abusive comments or disrespectful, insulting or threatening language against any of our staff or Agent colleagues will be tolerated. 土壤协会重视外部反馈对改进服务的潜在价值。由于员工健康与福祉是我们的首要任务，我们绝不容忍任何滥用投诉和申诉机制的行为，或针对员工及代理同事的侮辱性、不尊重或威胁性言论。

In handling any expression of dissatisfaction, Soil Association Certification requires the submitting stakeholder to maintain and understand confidentiality. Stakeholders should refrain from commenting publicly on the complaint or appeal until a decision has been made. Moreover, Soil Association Certification reserves the right not to disclose with the submitter any evidence gathered as part of the complaint or appeal resolution process which is not already publicly available. 在处理任何不满表达时，土壤协会要求提交者遵守并理解保密原则。在决定作出之前，利益相关方应避免公开评论投诉或申诉内容。此外，土壤协会保留不向提交者披露申诉或投诉解决过程中收集的非公开证据的权利。

3. Summary of Soil Association Certification's Appeal and Complaint Resolution Procedure 土壤协会申诉与投诉解决程序摘要

Submission of your Expression of dissatisfaction to Soil Association Certification Ltd

We recommend Stakeholders and/or our clients to submit their feedback in writing, preferably at forestrycomplaints@soilassociation.org

Soil Association will send you an acknowledgment email when your message is received

We will use the same language of your submission, where possible.

You have the option to request your submission to remain anonymous during our investigation

Within 2 weeks of your submission, we will provide you with an initial response with a proposed course of action

If your submission is substantiated as a complaint or a valid appeal request, we will then investigate the issue, gathering and verifying all necessary information in order to reach a decision.

Records of the resolution process will be kept.

You can present your case in writing within 2 weeks from substantiation stage.

In case of complaints, we might decide to gather evidence via other entities (e.g.: certificate holder).

Within 3 months of your submission, we will then confirm to you all the proposed actions.

Note: actions may take longer than 3 months to be completed. We'll keep you informed of progress in evaluating the complaint/ appeal and in case of any delay in the process

When all proposed actions have been completed, a final decision will be taken by Soil Association on the complaint/appeal and we'll notify you when the complaint is considered closed.

向土壤协会认证有限公司提交您的表达不满

我们建议利益相关者和/或我们的客户以书面形式提交反馈，最好发送至forestrycomplaints@soilatsociation.org

当您的消息被接收时，土壤协会将向您发送一封确认电子邮件

我们会在可能的情况下使用与您的提交相同的语言。

您可以选择在我们的调查中要求匿名提交。

在您提交后的2周内，我们将为您提供初步答复，并提出建议的行动方案。

如果您的提交被证实为投诉或有效的上诉请求，我们将调查该问题，收集和验证所有必要信息以做出决定。

决议过程的记录将被保留。

您可以在证实阶段后的2周内以书面形式提出您的案件。

在投诉的情况下，我们可能会决定通过其他实体（例如：证书持有人）收集证据。

在您提交后的3个月内，我们将向您确认所有拟议的行动。

注：行动可能需要超过3个月才能完成。我们会及时向您通报投诉/上诉的评估进展，并在过程中遇到任何延迟时通知您。

当所有拟议的行动完成时，土壤协会将就投诉/上诉做出最终决定，并在投诉被认为已关闭时通知您。

Further Resolution 进一步解决

In the case of appeals, further information is available on request in the Soil Association Guidance on appeals process for licensees' (C277fm). A secondary appeal may be heard by the Certification Scrutiny Committee. 对于申诉，更多信息可参考《土壤协会被许可方申诉流程指南》（C277fm）。二次申诉可由认证审查委员会受理。

If you are not satisfied with Soil Association Certification's decision: 如果您对土壤协会的决定不满意：

For Forest Stewardship Council® (FSC®) certification issues, you can take your complaint to 对于森林管理委员会®（FSC®）认证问题，您可将投诉提交至：

Assurance Services International GmbH (ASI)

Phone: +49 (228) 227 237 0

Email: asi-info@asi-assurance.org

Website: asi-assurance.org

Assurance Services International GmbH (ASI)

电话：+49 (228) 227 237 0

邮箱：asi-info@asi-assurance.org

网站：asi-assurance.org

Soil Association Certification's FSC License Code is FSC® A000525.
土壤协会的 FSC 许可证代码为 FSC® A000525。

As the ultimate step the complaint may be referred to **FSC International**
作为最终步骤，投诉可提交至 **FSC 国际**：

Phone: +49 (0) 228 367 66 0

Email: info@fsc.org

Website: fsc.org/en

电话：+49 (0) 228 367 66 0

邮箱：info@fsc.org

网站：fsc.org/en

For Programme of Endorsement of Forest Certification (PEFC) certification issues, you can take your complaint to the **PEFC National Office** or to **PEFC International**

对于森林认证体系认可计划（PEFC）认证问题，您可将投诉提交至 **PEFC 国家办公室**或 **PEFC 国际**：

Phone: +41 (22) 799 4540

Email: info@pefc.org

Website: pefc.org

电话：+41 (22) 799 4540

邮箱：info@pefc.org

网站：pefc.org

Soil Association Certification's PEFC Licence code is PEFC/ 16-44-917.
土壤协会 PEFC 许可证代码为 PEFC/16-44-917。

4. Contacting Us 联系我们

Should you require any further information, please contact us at:

如需更多信息，请联系：

Soil Association Certification - Forestry Team
Spear House, 51 Victoria Street, Bristol, BS1 6AD

Email: forestry@soilassociation.org

Phone: +44 (0)117 914 2435

Website: www.soilassociation.org/forestry

土壤协会 - 林业团队

Spear House, 51 Victoria Street, Bristol, BS1 6AD

邮箱: forestry@soilassociation.org

电话: +44 (0)117 914 2435

网站: www.soilassociation.org/forestry