



"In case of any dispute, please refer to the English text. Soil Association is not responsible for any misunderstandings arising from the translation.

This note explicitly states that the translation is for informational purposes only and has no legal or official binding effect. In case of a dispute, the English text will be considered final and binding. This ensures that Soil Association disclaims any liability arising from the translation."

Appeal and Complaint Resolution Procedure – Soil Association Certification Ltd - Forestry Team

1. Policy and Scope

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.

belgelendirme faaliyetleriyle ilgili alınan yorum, şikayet ve itirazlar dahil her türlü memnuniyetsizlik ifadesini ele alarak faaliyetlerinde zamanında çözüm, adalet ve şeffaflık sağlamayı amaçlamaktadır.

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.

Bu belge, Ormanlık Ekibi ile ilgili sertifikasyon faaliyetleri için (iklim ve Peyzaj ekibi hariç) şikayet ve itirazların sunulması ve ele alınmasına yönelik prosedürler hakkında bir bilgi özetidir."

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:

NOT: Bu süreç, IP-FM-006 Danışma Politikası ve Kılavuzları'nda (IP-FM-006 halka açık olarak şu adreste mevcuttur:) açıklanan orman yönetimi (FM) sertifikasyonu için paydaş danışma sürecinden ayrıdır." <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:

"Bir itiraz veya şikayette bulunmadan önce, Soil Association, orman yönetimi veya kontrollü ahşap sertifikasyonu ile ilgili endişeleri olan tüm paydaşları, hem sertifika sahibinin paydaş danışma sürecine hem de Toprak Derneği tarafından yürütülen paydaş danışma sürecine tam olarak katılmaya teşvik eder. Yorumunuzun paydaş danışma geri bildirim olarak kabul edilmesini istiyorsanız, lütfen e-posta gönderin:"

ForestryConsultation@soilassociation.org

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

"Alternatif olarak, lütfen Genel Merkezimizle iletişime geçin. Bölgesel iletişim bilgileri web sitemizde bulunabilir."

2. Fairness and confidentiality

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.



"Soil Association Certification, sunulan hizmetlerin iyileştirilmesi için potansiyel bir fayda olarak dış geri bildirim değerini kabul eder.

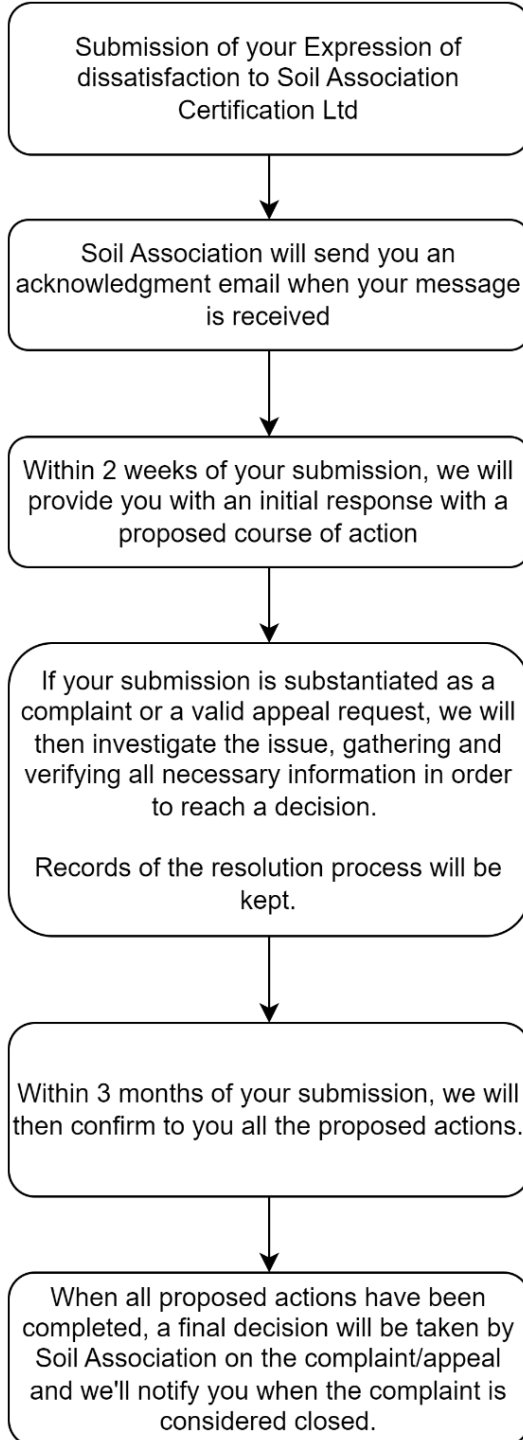
Çalışanlarımızın sağlığı ve refahı öncelikli olduğundan, şikayet ve itiraz mekanizmasının kötüye kullanılmasına veya personelimize veya Temsilci meslektaşlarımıza yönelik herhangi bir küfürlü yorum, saygısız, aşağılayıcı veya tehdit edici dile tolerans gösterilmeyecektir.

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.

Herhangi bir memnuniyetsizlik ifadesini ele alırken, Soil Association gönderen paydaşın gizliliği korumasını ve anlamasını gerektirir. Paydaşlar, bir karar verilene kadar şikayet veya itiraz hakkında kamuya açık yorum yapmaktan kaçınmalıdır. Ayrıca, Toprak Derneği Sertifikasyonu, halihazırda kamuya açık olmayan şikayet veya itiraz çözüm sürecinin bir parçası olarak toplanan herhangi bir kanıtı gönderenle paylaşmama hakkını saklı tutar."

3. Summary of Soil Association Certification's Appeal and Complaint Resolution Procedure

Soil Association Certification's İtiraz ve Şikayet Çözüm Prosedürünün Özeti"



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

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

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).

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



Further Resolution

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.

itiraz durumunda, lisans sahipleri için Toprak Derneği'nin itiraz süreci kılavuzunda (C277fm) talep üzerine daha fazla bilgi mevcuttur. İkincil bir itiraz, Sertifikasyon İnceleme Komitesi tarafından dinlenebilir.

Toprak Derneği Sertifikasyonu'nun kararından memnun kalmazsanız: aşağıdaki yöntemleri izleyebilirsiniz

If you are not satisfied with Soil Association Certification's decision:

For Forest Stewardship Council® (FSC®) certification issues, you can take your complaint to

Assurance Services International GmbH (ASI)

Phone: +49 (228) 227 237 0

Email: asi-info@asi-assurance.org

Website: asi-assurance.org

Soil Association Certification's FSC License Code is FSC® A000525.

As the ultimate step the complaint may be referred to **FSC International**

Phone: +49 (0) 228 367 66 0

Email: info@fsc.org

Website: 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**

Phone: +41 (22) 799 4540

Email: info@pefc.org

Website: pefc.org

Soil Association Certification's PEFC Licence code is PEFC/ 16-44-917.

4. Contacting Us

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

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