**Soil Association Certification Limited Forestry Department Appeal, Complaint or Comment Form**

**> Please read the Appeal and Complaint Resolution Procedure (IP-GEN-004) before filling in this form. It can be found on our website here –** [**Appeal and Complaint Resolution**](https://www.soilassociation.org/certification/forestry/contact-the-forestry-team/appeal-complaints-resolution-procedure/)

**> Should you need any help in completing this form, please contact the UK office on**

**+44 (0) 117 914 2435**

**> The Soil Association privacy policy can be viewed on here:** [**Privacy Policy**](https://www.soilassociation.org/privacy-policy/)

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| 1. **Submission of an appeal, complaint or comment**   NOTE: Fields which are mandatory to be completed for an appeal or complaint are underlined | | **Review by Soil Association (SA) Certification (for Office Use only)** |
| **Submission type?**  (see Appeal and Complaint resolution procedure [IP-GEN-004](https://www.soilassociation.org/certification/forestry/contact-the-forestry-team/appeal-complaints-resolution-procedure/) for definitions)**:** | Appeal  Complaint  Comment |  |
| **Name(s) of appellant/complainant:** | Click here to enter text. | Confirmed |
| **Organisation/Affiliation:** | Click here to enter text. |  |
| **Contact information**  **Address:**  **Please include Postcode &**  **Country (as appropriate)** | Click here to enter text. | Confirmed |
| **Landline Telephone:** | Click here to enter text. |  |
| **Mobile Telephone:** | Click here to enter text. |  |
| **Email:** | Click here to enter text. |  |
| **Skype Account:**  **(if appropriate)** | Click here to enter text. |  |
| **Preferred Method of Contact:** | Click here to enter text. |  |
| **Confidentiality.**  **If you wish to remain anonymous in relation to this complaint please check the box and give any additional comments:** | Click here to enter text. | Click here to enter text. |
| **Appeal/Complaint/ Comment relates to:** | Soil Association Certification Limited applicant or client  **Name**: Click here to enter text.  **Certification code** (if known): Click here to enter text.  Activities of Soil Association Certification Limited | Confirmed |
| **Relevant auditing service:** | FSC® Forest Management Certification  FSC Controlled Wood Forest Management Certification  FSC Chain of Custody Certification  FSC Project Certification  FSC Controlled Wood Chain of Custody Certification  PEFC Forest Management Certification  PEFC Chain of Custody Certification  PEFC Project Certification  Soil Association Certification Limited Legality Verification  Soil Association Certification Limited Due Diligence System Verification  Other, specify: Click here to enter text. |  |
| **Soil Association Certification Limited Contact Person (if known)** | Click here to enter text. |  |
| **Clear description of the issue (if possible please reference any standards which you think have not been complied with/reason why a complaint/appeal/ comment is being submitted):** | Click here to enter text. | Confirmed  Click here to enter text. |
| **Date that the complaint or issue arose** | Click here to enter text. |  |
| **Evidence to support each element or aspect of the complaint:** | Click here to enter text. | Confirmed  Click here to enter text. |
| **Please list any documents or other evidence that you have attached:** | Click here to enter text. |  |
| **In the case of a complaint against a Soil Association client, have you contacted the client directly?**  **If yes, please provide a summary of the communications and responses, with dates as appropriate:** | Click here to enter text. |  |
| **What objectives or outcomes do you feel would address your concerns, or would resolve the issues?** | Click here to enter text. |  |
| **We may propose to meet with you (in person or remotely) to discuss the issue. If so would you be available to attend a meeting? If yes, please provide any dates where you would not be available in the next two months:** | Click here to enter text. |  |
| **Returning your form** | Please send your completed form by either  Email to: forestry@soilassociation.org OR  Recorded/registered mail to: Forestry Team, Soil Association Certification, Spear House, 51 Victoria Street, Bristol, BS1 6AD, United Kingdom. |  |

**The following section will be completed by SA Certification’s Forestry team/Agent:**

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| 1. **Review of submission** | |
| **Submission type confirmed:**  (see Appeal and Complaint resolution procedure IP-GEN-004 for definitions) | Appeal substantiated, go to 3.2  Complaint substantiated, go to 3.2  Comment accepted /Appeal not substantiated/Complaint not substantiated, go to 3.1  Date of decision: Click here to enter a date.  Incident record completed |

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| 1. **Action to be taken**   **3.1** Comment /Appeal not substantiated/Complaint not substantiated | |
| **Reason why appeal or complaint not substantiated:** | a) submission does not include evidence that it relates to Soil Association Certification or one of our clients  b) submission does not include the name and contact information of the complainant,  c) submission does not include a clear description of the issue(s), and  d) submission does not include evidence to support each element or aspect of the complaint,  e) other Click here to enter text. |
| **Action to be taken:** | No further action to be taken by SA Certification.  If b) anonymous and related to certificate holder/applicant the submission shall be treated as a stakeholder comment and recorded on the stakeholder comments record (FM or CW) to be addressed at the next audit.  Other: Click here to enter text. |
| **3.2** Appeal/Complaint | |
| **Soil Association contact person handling appeal/complaint:** | Name: Click here to enter text.  Contact details:  e-mail: Click here to enter text.  phone: Click here to enter text.  address: Click here to enter text. |
| **Language of correspondence:** | Click here to enter text.  (Same language that is used in the public summary certification report, unless alternative agreed with the complainant). |
| **Scheme Owner notified of complaint (date):**  n/a if appeal | FSC: Click here to enter text.  PEFC: Click here to enter text.  Other: Click here to enter text. |
| **Case created in SA Database ‘Woody’ (date)** | Click here to enter a date. |
| **Proposed method for evaluation of the evidence:** | Desk based assessment of complaint or appeal, reviewing documents, photographs, letters and other evidence.  Verification on site. If a complaint or appeal relates to the actions or activities of a client which require verification on site, we may think it best to make a site visit.  Further details: Click here to enter text. |
| **Proposed method for appeal/complaint decision:** | A Soil Association Certification employee not involved in the evaluation and has no conflict of interest will make the decision resolving the complaint or appeal.  A review of the decision and final approval will be conducted by the Head of Forestry at the request of the Soil Association Certification employee.  The decision will be considered by the Soil Association Certification Limited’s Certification Committee at the request of the Soil Association Employee or the Head of Forestry. The Certification Committee shall not include members who have been involved in the decision or otherwise have a conflict of interest. |
| **Opportunity to present your case to the decision maker:**  Include further details e.g. proposed dates | Submission of documented evidence  In person meeting, with or without the Client  A meeting at an SA or Agent office with relevant staff, or a meeting via Skype  A meeting with the Certification Committee of SA Certification  Not applicable.  Click here to enter text. |
| **Progress review:**  Include any changes to the proposed methods for evaluation/decision making with justification. | Click here to enter text. |
| **Conclusion :**  Within 3 months of submission of appeal/complaint. | Click here to enter text. |
| **Appeal/complaint decision made by (name):** | Click here to enter text.  Soil Association Certification employee  Head of Forestry  Soil Association Certification Limited’s Certification Committee |
| **Date closed:** | Click here to enter a date.  Incident record completed  Woody ‘Case’ closed |
| **Scheme owner informed that complaint closed:**  n/a if appeal | FSC Click here to enter text.  PEFC Click here to enter text.  Other Click here to enter text. |
| **Corrective or Preventative Action by SA Certification:**  Give details of any proposed actions e.g. Auditor Training/Change to QMS document. N/A if internal action not required. | Click here to enter text.  Corrective Action/Preventative Action register updated |