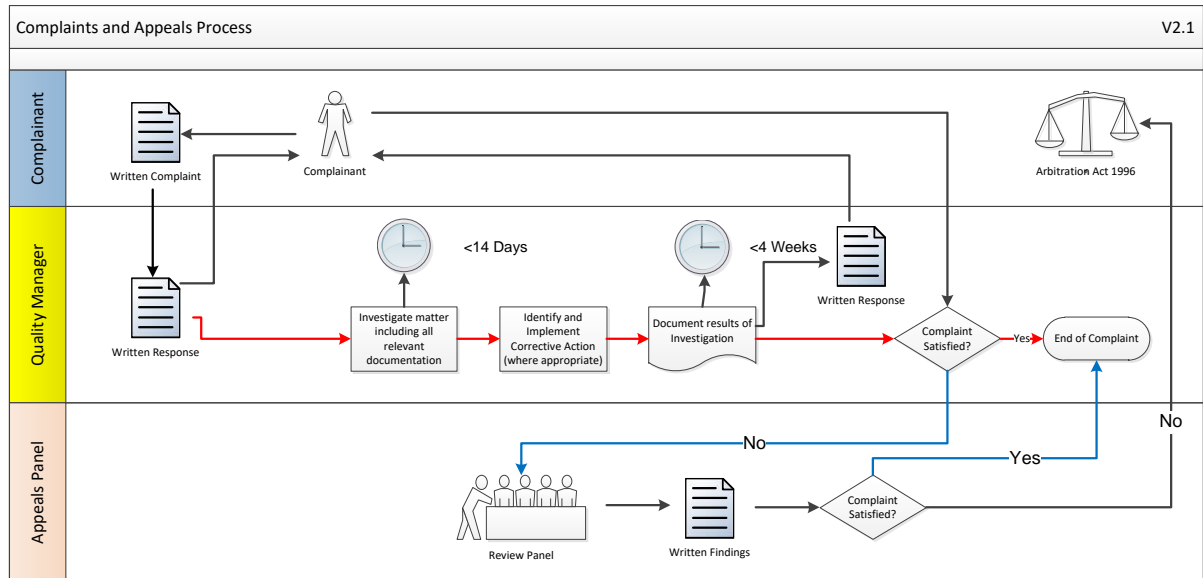


This procedure defines the processes for handling appeals or complaints arising from clients or interested parties.

Process Overview



Introduction

1. This procedure applies in the following situations:
 - a. Customer Complaint: This is where Interface has received a specified complaint from a client or an interested party against Interface services or in relation to the activities of a client.
 - b. An Appeal made by a client or interested party on an audit finding or Certification Decision made by Interface or persons acting for it on its behalf.
2. For the purpose of this procedure a Customer Complaint or an Appeal shall be referred to as a 'Complaint' throughout this procedure.

Procedure

3. Complaints received by Interface are directed to the Operations Director*. The Operations Director shall:
 - a. Acknowledge receipt of the complaint. If the complaint or appeal relates to certification activities for which Interface is responsible, the complainant will be provided with an overview of the intended course of action and timelines.

- b. Request from the Complainant that specific details are submitted to Interface in a documented form to info@interface-nrm.co.uk including any appropriate records or evidence.
- c. Conduct an initial investigation and respond within 2 weeks of receiving a documented complaint.
- d. If the complaint is not resolved to the satisfaction of the complainant, conduct a full investigation (including proposed actions in conclusion of the complaint) within 3 months of receiving the complaint, keeping the complainant informed of progress.
- e. The final decision resolving the complaint shall be made by a member of the Impartiality Committee who has not been involved in the complaint or its evaluation.
- f. If the issue has not been resolved through the above procedure, or if the complainant disagrees with conclusions and/or is dissatisfied by the way the complaint or appeal has been handled, the complainant shall be offered the opportunity to refer their complaint to ASI or, ultimately, FSC (FSC CoC), or UKAS/PEFC (PEFC CoC), or UKAS (ISO Management Systems).
- g. All complaints shall be recorded, along with actions undertaken to resolve them. A summary of the issues shall be recorded in the Non-Conformity Log to ensure continual improvement by Interface.

* In the case that the Operations Director is the subject of the complaint or otherwise involved in the activities leading to the complaint, the complaints process shall be handled by another Director or senior Manager that has had no involvement in the complaint.

Click [here](#) for translations of our appeals and complaints procedure.