



Complaints and appeals: information summary about the handling with reference to FSC® scheme

This document is a summary of the procedure regarding the handling of complaints and appeals. The procedure for complaints and appeals will be provided upon written request to the following e-mail: chiarabanfi@csi-spa.com.

A certified organization or a party involved may file a complaint or an appeal to CSI, sending an e-mail to the following address: chiarabanfi@csi-spa.com, with a clear description of the complaint or appeal, objective evidence to support, name of the submitter and references to be contacted.

Upon receipt of the report, CSI evaluates whether the same is attributable to the FSC® certification activities for which it is responsible:

- informing the claimant about the taking charge of the complaint within 5 days of its receipt; in this phase the language to be used will be agreed (when relevant)
- answering the claimant with a list of the actions proposed within 2 weeks of the receipt
- informing the claimant about the progress in the evaluation of complaint/appeal
- sending the claimant the overall outcomes of the survey and the relative corrective actions within 3 months of the receipt of complaint/appeal
- informing the claimant about the results of the complaint within 7 day of the registration date of the complaint/appeal closing, that is of the decision-making
- maintaining the claimant anonymity in relation to the customer, if requested by the claimant himself
- handling inquiries and decisions with staff not previously involved in activities related to the content of the complaint itself
- offering the claimant the opportunity to inform ASI about the complaint, if the claim has not been resolved through the full implementation of CSI procedures, or if the claimant disagrees with the CSI's conclusions and / or is not satisfied with the manner in which CSI has handled the complaint. As last step, FSC® may be informed about the complaint.

Anonymous claims and unsatisfied dissatisfaction expressions will be treated as comments from interested parties and managed, when relevant, during the first audit to be carried out at the company concerned by the subject of such an alert.