



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

<Prosedur Banding dan Penyelesaian Keluhan - Soil Association Certification Ltd – Tim Forestry>

1. Policy and Scope <Kebijakan dan Ruang Lingkup>

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.

<Soil Association Certification Ltd bertujuan untuk menangani setiap bentuk ketidakpuasan, termasuk komentar, keluhan, dan banding yang diterima sehubungan dengan kegiatan sertifikasinya, dengan memberikan penyelesaian yang tepat waktu, adil, dan transparan dalam kegiatannya.>

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.

<Dokumen ini merupakan ringkasan informasi mengenai prosedur pengajuan dan penanganan keluhan dan banding untuk kegiatan sertifikasi yang terkait dengan Tim Forestry, tidak termasuk Tim Climate and Landscape.>

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:

<CATATAN: Proses ini terpisah dari proses konsultasi dengan pemangku kepentingan untuk sertifikasi pengelolaan hutan (FM) yang dijelaskan dalam Kebijakan dan Pedoman Konsultasi IP-FM-006 (IP-FM-006 tersedia untuk umum di:>

<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:

<Sebelum mengajukan banding atau keluhan, Soil Association Certification mendorong semua stakeholder yang memiliki perhatian terhadap pengelolaan hutan atau sertifikasi controlled wood untuk terlibat secara penuh dalam proses konsultasi dengan pemegang sertifikat dan proses konsultasi dengan stakeholder yang dilakukan oleh Soil Association. Jika Anda ingin komentar Anda dipertimbangkan sebagai umpan balik konsultasi stakeholder, silakan kirim email:>

ForestryConsultation@soilassociation.org

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

<Atau, silakan hubungi [Kantor Pusat](#) kami. Rincian kontak regional dapat ditemukan di [website kami](#).>

2. Fairness and confidentiality <Keadilan dan kerahasiaan>

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 mengakui nilai umpan balik eksternal sebagai manfaat potensial untuk peningkatan layanan yang diberikan. Karena kesehatan dan kesejahteraan staf kami merupakan prioritas, maka penyalahgunaan mekanisme pengaduan dan pengajuan banding, atau komentar kasar atau bahasa yang tidak sopan, menghina, atau mengancam terhadap staf atau rekan Agen kami tidak akan ditoleransi.>

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.

<Dalam menangani setiap ungkapan ketidakpuasan, Soil Association Certification mengharuskan stakeholder yang mengajukan keluhan untuk menjaga dan memahami kerahasiaan. Para stakeholder harus menahan diri untuk tidak berkomentar secara publik mengenai keluhan atau banding sampai keputusan telah dibuat. Selain itu, Soil Association Certification berhak untuk tidak mengungkapkan kepada pengirim bukti apa pun yang dikumpulkan sebagai bagian dari proses penyelesaian pengaduan atau banding yang belum tersedia untuk umum.>

3. Summary of Soil Association Certification's Appeal and Complaint Resolution Procedure <Ringkasan Prosedur Banding dan Penyelesaian Keluhan Soil Association Certification>

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.

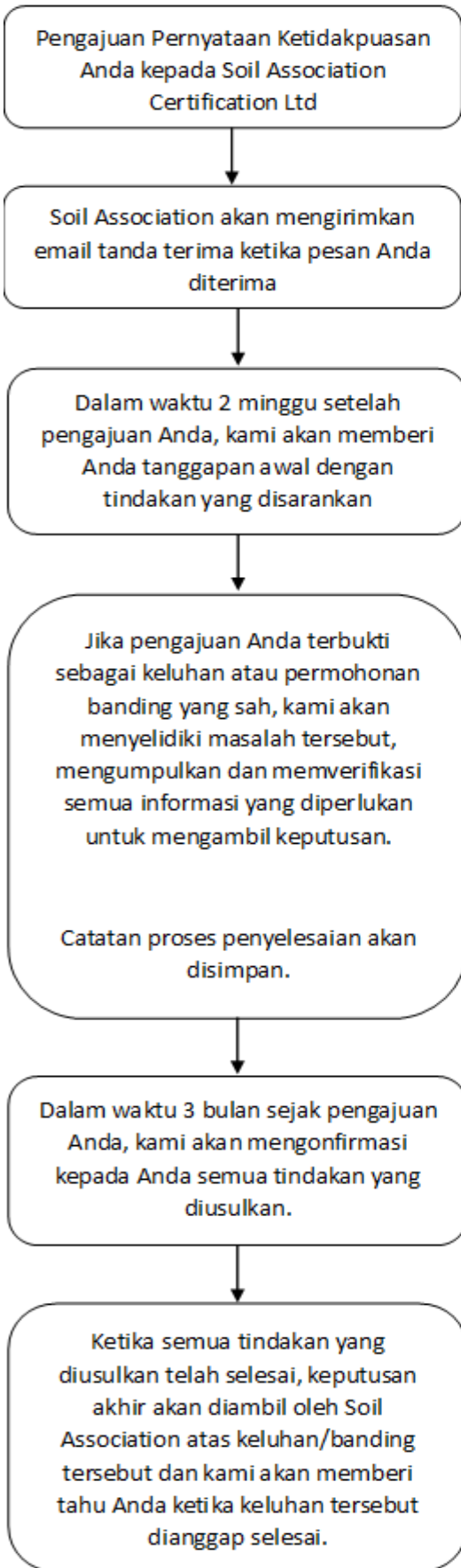
You can present your case in writing within 2 weeks from substantiation stage.

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.



Kami merekomendasikan para Stakeholder dan/atau klien kami untuk mengirimkan umpan balik mereka secara tertulis, sebaiknya ke forestrycomplaints@soilassociation.org

Kami akan menggunakan bahasa yang sama dengan bahasa yang Anda kirimkan jika memungkinkan.

Anda memiliki opsi untuk meminta kiriman Anda tetap anonim selama penyelidikan kami.

Anda dapat mempresentasikan kasus Anda secara tertulis dalam waktu 2 minggu sejak tahap pembuktian.

Dalam kasus pengaduan, kami mungkin memutuskan untuk mengumpulkan bukti melalui entitas lain (misalnya: pemegang sertifikat).

Catatan: tindakan mungkin memerlukan waktu lebih dari 3 bulan untuk diselesaikan. Kami akan terus menginformasikan kepada Anda mengenai kemajuan dalam mengevaluasi keluhan/banding dan jika terjadi penundaan dalam proses tersebut.

Further Resolution <Penyelesaian Lebih Lanjut>

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.

<Dalam hal banding, informasi lebih lanjut tersedia berdasarkan permintaan dalam Panduan Soil Association tentang proses banding untuk pemegang lisensi (C277fm). Banding kedua dapat dilakukan oleh Komite Pemeriksaan Sertifikasi.>

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

<Jika Anda tidak puas dengan keputusan Soil Association Certification:>

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

<Untuk masalah sertifikasi Forest Stewardship Council® (FSC®), Anda dapat menyampaikan keluhan Anda ke>

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.

<Kode Lisensi FSC dari Soil Association Certification adalah FSC® A000525.>

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

<Sebagai langkah terakhir, pengaduan tersebut dapat dirujuk ke 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**

<Untuk masalah sertifikasi Programme of Endorsement of Forest Certification (PEFC), Anda dapat menyampaikan keluhan Anda ke Kantor Nasional PEFC atau ke PEFC Internasional>

Phone: +41 (22) 799 4540

Email: info@pefc.org

Website: pefc.org

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

<Kode Lisensi PEFC dari Soil Association Certification adalah PEFC/ 16-44-917.>

4. Contacting Us

<Hubungi Kami>

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

<Jika Anda memerlukan informasi lebih lanjut, silakan hubungi kami di:>

Soil Association Certification – Tim Forestry

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

Email: forestry@soilassociation.org

Phone: +44 (0)117 914 2435

Website: www.soilassociation.org/forestry

