

Guidance to BM TRADA Complaints and stakeholder concerns handling process



Chiltern House Stocking Lane Hughenden Valley
High Wycombe Buckinghamshire HP14 4NR UK

t +44 (0) 1494 569700 f +44 (0) 1494 565487
e enquiries@bmtrada.com w www.bmtrada.com

All Complaints

All complaints and stakeholder concerns received by BM TRADA are acknowledged, investigated, and actioned. BM TRADA shall use best endeavours to keep the complainant/informant informed of progress in evaluating the complaint/concern and shall communicate to the complainant/informant giving formal notice of the end of the complaint/concern handling process. The final communication will include a summary of the investigation, conclusion and any actions taken as a result.

* If you have a complaint/concern regarding the services, or activities of BM TRADA Certification Ltd, please go to **Section A 'BM TRADA Services'**.

* If you have a complaint/concern related to the product or service of an organisation that has been certified by BM TRADA, please go to **Section B - Scheme Member Complaints/Concerns**.

All complaints/concerns shall be submitted **in writing** to;

BM TRADA Certification Ltd
Central Compliance Department
Stocking Lane, Hughenden Valley, 01494 569 701 **enquiries@bmtrada.com**
High Wycombe, Buckinghamshire.
HP14 4ND

Section A – BM TRADA Services Complaint/Concern

BM TRADA shall acknowledge receipt of the complaint/concern to the complainant/informant within 2 weeks of receiving the written complaint/concern, outlining the proposed course of action

The Compliance Manager or their representative shall investigate the complaint/concern and shall notify the complainant/informant of the status and outcome of the complaint/concern.

In normal circumstances, BM TRADA shall investigate the complaint/concern and specify proposed actions in response to the investigation within six months of receiving the complaint. (FSC three months maximum).

Section B - Scheme Member Complaint/Concern

BM TRADA shall acknowledge receipt of the complaint/concern to the complainant within 2 weeks of receiving the written complaint, outlining the proposed course of action.

The complaint/concern shall also be referred to the Scheme Member concerned. They shall be required to investigate the complaint/concern and they shall be requested to respond to the Compliance Department of BM TRADA.

At the scheme members next scheduled audit BM TRADA shall verify the actions taken by the organisation to resolve the complaint/concern and take appropriate corrective actions as well as check the effectiveness of the certified scheme with regards to complaints/concerns. If deemed necessary BM TRADA may in some instances conduct a short notice Audit.

Due to the varying nature of services, products and activities performed by BM TRADA Scheme Members, it may not be possible to resolve the complaint/concern immediately, however where possible BM TRADA shall provide the complainant with progress reports during the investigation period.

In normal circumstances, BM TRADA shall investigate the complaint/concern and specify our proposed actions in response to the investigation within six months of receiving the complaint/concern (FSC three months maximum).

Guidance to BM TRADA Complaints and stakeholder concerns handling process



Chiltern House Stocking Lane Hughenden Valley
High Wycombe Buckinghamshire HP14 4NR UK

t +44 (0) 1494 569700 f +44 (0) 1494 565487
e enquiries@bmtrada.com w www.bmtrada.com

Section C - Unresolved Complaints/Concerns

Where a complainant/informant is not satisfied with the outcome of BM TRADA's complaints/concerns process, they are invited to escalate their complaint using BM TRADA's Appeals and Disputes process which is described in document CM13.A Guidance to BM TRADA Appeals and Disputes process, and is available from our website or on request from BM TRADA Certification Ltd.

Should the complainant/informant in turn be dissatisfied with the outcome of the Appeals and Disputes process they are entitled to escalate the matter further and to contact the relevant Accreditation Body;

UKAS Accredited Schemes

UKAS

21 – 47 High Street,
Feltham,
Middlesex
TW13 4UN

Fax: 0208 917 8400

Email

info@ukas.com

FSC Chain of Custody Schemes

FSC

Charles-de-Gaulle-Straße 5
53113 Bonn
Deutschland

Fax +49 (0) 228 367 66 30

Email

fsc@fsc.org

(or via FSC website: www.fsc.org)