

Guidance to BM TRADA Disputes and Appeals process



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Disputes and Appeals

All disputes and appeals received by BM TRADA are fully investigated.

If you wish to dispute a decision made by BM TRADA please go to **Section A - BM TRADA Disputes Process**.

If you are not satisfied with the outcome of the Dispute or Complaint resolution process and wish to raise an Appeal, please go to **Section B - BM TRADA Appeals Process**

Please submit all Disputes and Appeals **in writing** to The Central Compliance Department

At the following address;

**BM TRADA Certification Ltd
Central Compliance Department
Stocking Lane, Hughenden Valley,
High Wycombe, Bucks.
HP14 4ND**

Fax

01494 569 701

Email

Enquiries@bmtrada.com

Section A - BM TRADA Disputes Process

A letter shall be dispatched within 2 weeks to the person/organisation, acknowledging receipt of the dispute. The Accreditation Manager or a nominated person shall then perform an investigation into the dispute. (**Note:** the person conducting the investigation shall not have been involved in the decision making process). The investigation could include a review of the documented dispute, any related reports, consultation with applicable audit team members, and the person/organisation making the dispute.

The decision related to the outcome of the full investigation shall be documented and formally communicated in writing to the person/organisation who raised the dispute within 2 weeks of the final decision taken.

The person/organisation who raised the dispute shall be offered the right to appeal the final decision taken.

Section B - BM TRADA Appeals Process

A letter shall be dispatched within 2 weeks to the appellant, acknowledging receipt of the appeal and confirming the appellants right to present their case in person to the Appeals Committee.

The appellant shall be informed of the date the appeal is to be heard and the composition of the Appeals Committee.

The appellant shall have the right to state objections to the composition of the committee. The appellant's reasons for objection shall be considered by the Advisory Board Chairman who shall decide whether or not it is appropriate to amend the composition accordingly.

The Appeals Committee shall consider the nature of the appeal from written reports of the appellant and auditor. Where necessary, the Committee shall request the presence of the decision source during all or part of the meeting. The reports shall be studied and a recommendation to the Board of Directors made accordingly. The meeting shall be minuted.

The appellant shall be notified in writing of the outcome of the appeal, within 2 weeks of the decision being made and within 3 months of receipt of the written Appeal. The decision shall be the final BM TRADA decision.

SECTION C – FUTHER ACTION

If you are not satisfied with the action taken by BM TRADA Certification Ltd as detailed above, you are invited to contact the relevant Accreditation Body at the following address;

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

Fax +49 (0) 228 367 66 30

Email

fsc@fsc.org

(or via FSC website www.fsc.org)