

## Procedure for the investigation and resolution of the complaints and appeals

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## **Introduction**

Based on the chapter 4.5. from the Standard setting and revision procedures (PEFC BS 02:2020), The Council for SFM in Macedonia is adopting this document as detailed procedures for dealing with complaints and appeals.

This document may serve also to PEFC members from the countries that belongs or are neighboring to the Balkan Region willing to join the Balkan Forest Certification System, if they decide to accept the principles of the PEFC Balkan Forest Certification System, and to adopt the scheme documentation outside of the FM standard.

The PEFC Balkan Forest Certification System is facilitating the efforts of new countries willing to join the Balkan FC System and to support the PEFC global efforts for sustainable forest management.

## **Scope**

This guideline details procedures for complaints and appeals which concern decisions and/or activities of The Council for SFM. These procedures are valid for any kind of complaint<sup>1</sup> or appeal<sup>2</sup> that may appear during the period of validity of the scheme.

Complaints and appeals procedures are valid for the standard setting process and for the standard setting procedures as well and are embedded in the chapter 8 of the PEFC BS 02:2020.

## **Nomination of the Appeal Resolution Body**

The Council for SFM is seeking for proper candidates and they will be nominated for approval at its structures. The candidates shall accept in written their nomination in the Appeal Resolution Body.

## **Composition of the Appeal Resolution Body**

The Appeal Resolution Body is comprised of three members. This body is to be independent and impartial and should strive to represent the interests of the three major groups which determine sustainability: economic, environmental and social. The Body members elect a Chairperson among themselves.

## **Procedures**

Any stakeholder is encouraged to submit appeal/complaint to The Council for SFM. Appeal or complaint shall be in written format and may be sent to email address announced on the web page of The Council for SFM or by letter.

Complaint that is related to the content of Criteria and Indicators for SFM shall be submitted using the form that is available on the web page of the NGB's.

The official contact point on communication for appeals/complaints is the official email address of The Council for SFM is: [pefcmk@gmail.com](mailto:pefcmk@gmail.com)

After receiving of appeal/complaint, the contact person from The Council for SFM informs the Appeal Resolution Body about receipt in period of one week. During this period the Appeal Resolution Body acknowledge receipt of appeal/complaint to complainant in letter or through the email communication.

After receive of appeal/complaint, the Appeal Resolution Body starts with procedure of gathering and verification of all necessary information that are relevant to the content of appeal/complaint. Based on the information gathered, the members of Appeal Resolution Body shall execute the

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<sup>1</sup> Complaint: written expression of dissatisfaction (other than appeal) by any person or organisation which relates to the activities of the NGB's that are part of the Balkan Region.

<sup>2</sup> Appeal: written request by the appellant for reconsideration of any decision made by the NGB's where the appellant considers such decision have been taken in breach of requirements or procedures brought by the NGB.

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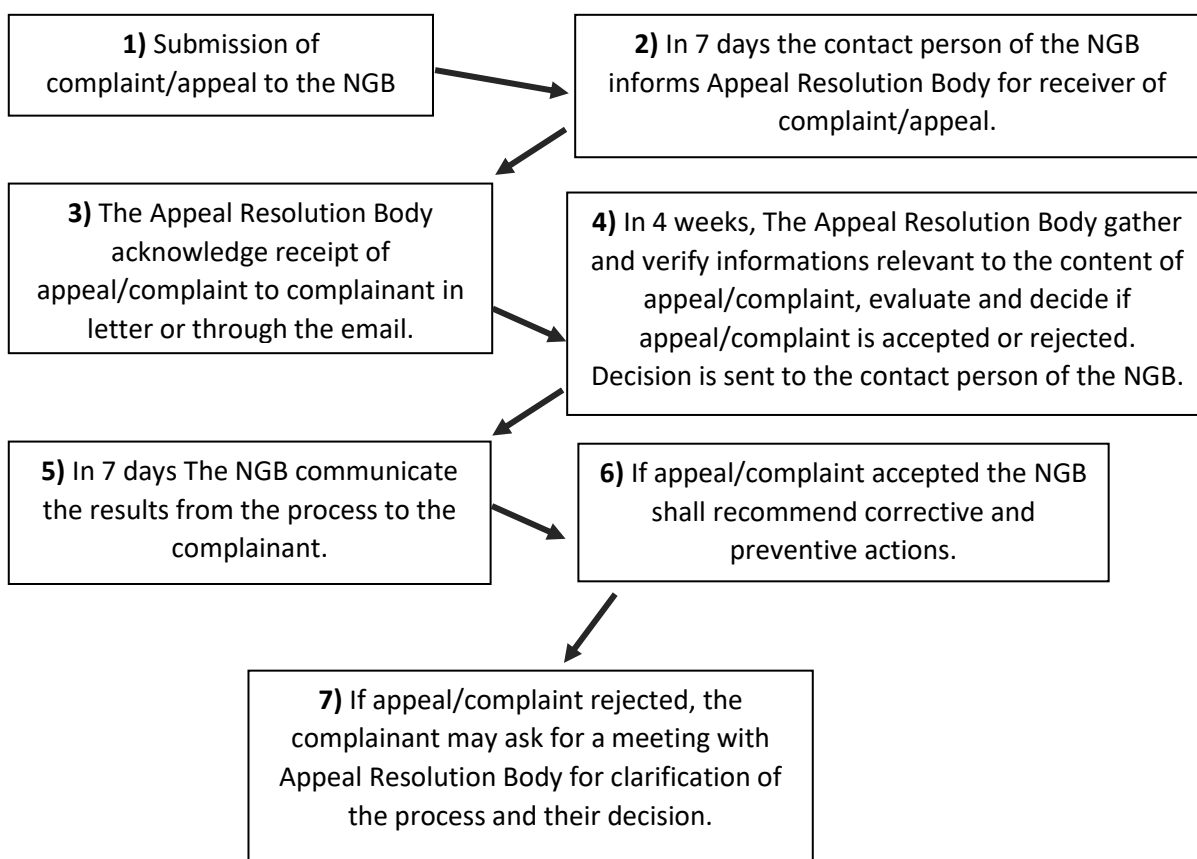
process of evaluation and to decide if appeal/complaint is accepted or rejected. Evaluation process shall be executed on the principal of impartiality. The decision shall be brought in voting by majority of votes at the members of Appeal Resolution Body. The Appeal Resolution Body shall prepare written report for the process and voting that will be kept at the archive of The Council for SFM. This stage of dealing with appeal/complaint shall not be longer than 4 weeks.

The decision of the members of Appeal Resolution Body is final and sent to the contact person of The Council for SFM. After receiving of decision, The Council for SFM formally communicate the results from the process to the complainant, responsible structures in The Council for SFM and other potentially concerned parties. This communication shall be done in a period of 7 days after receiving of decision from the Appeal Resolution Body.

If appeal/complaint is accepted by the Appeal Resolution Body, The Council for SFM shall recommend appropriate corrective and preventive actions.

If appeal/complaint is not accepted by the Appeal Resolution Body, the complainant may ask for a meeting with the members of the Appeal Resolution Body for clarification of the process for handling with appeal/complaint and their decision.

### Description of the process



### PEFC Data management procedure

Upon receipt of the complaint, the procedures shall provide for formal information to the complainant and concerned parties that The Council for SFM may collect some personal data. The personal data collected includes: full name of the contact person, email address and telephone number. This information is necessary for the management of complaints relating to the governance

## PEFC Balkan Forest Certification System

and administration of the PEFC scheme. They are not made publicly available, but The Council for SFM may share them with third parties limited to and exclusively for the complaints and disputes resolution purposes.

Personal data of the complainant and concerned parties are stored for a duration of five (5) years after the end of the complaint resolution. Data will then be deleted. Upon request, The Council for SFM may provide data subjects with information about the personal data it holds. Complainants and concerned parties have the right to access or verify their personal data and to have them modified, transferred, corrected or deleted at any time. If the complainant or concerned parties would like to exercise one of these data protection rights, they can contact the Technical secretary or President at [pefcmk@gmail.com](mailto:pefcmk@gmail.com).

By submitting a complaint, the complainant agrees to this data treatment procedure.

### Annex 1

Form for submission of complaints, appeals or proposals for the content on SFM criteria and indicators

Name/organization/member of work group	Criteria/indicator	Original text	Complaint/appeal/proposal	Justification for proposed change