

## Procedure for registering and answering complaints – P 16

Responsible	<i>Forestry manager</i>	
Term	<i>Permanently</i>	
Specific documentation	<i>R12, F113, F161</i>	
Changing the procedure	<i>when the standard/legislation requires so</i>	

Complaints concerning forest management by Ingleby forest management administration are addressed to the manager by:

- Fax to +40 244 338 833;
- E-mail to [sn@inglebyfarms.com](mailto:sn@inglebyfarms.com);
- Filing a written notification at the headquarters of Ingleby forest administration in Breaza – 105400, 17 Republicii St., Prahova county.

Any type of complaints concerning forest certification are made following the actions listed below:

- Complaints must be notified in maximum 7 days since the identification of non-conformities and shall contain the identification data of the complainant (name, surname), the organization that the complainant represents, contact data where it wishes to receive the answer (phone, fax, e-mail, address). The complaint also has to provide accurate identification data about the complaint in question or about the area/place where the complained action takes place (coordinates) and the standard referenced that is denounced;
- Registration of the complaint in the notifications and complaints register is made once the notification is received. It is given a number and the complainant receives a notification that the complaint was registered;
- The complaint is checked by the responsible person or by an appointed commission, unless the legislation in use stipulates differently. The people that are part of the commission are:
  - o Forest certification responsible from the forest management administration;
  - o The responsible for the department that is targeted by the complaint;
- Submitted complaints shall be kept in printed form in the file with the certification procedures, recordings and samples for at least five years;
- Maximum solving time for the complaints is 30 days. For exceptional cases, the solving duration is 60 days but the decision shall be explained and announced to the complainant beforehand;
- The conflict solving attempt is made in a friendly manner with the complainant, following an invitation to discussion;
- Any decision of the forest management administration shall be announced to the complainant in maximum 30 days since the complaint is received;
- If the discussion doesn't reach a consensus in a friendly manner, the complainant can further address to the certification body that issued the certificate through its representative. The certification body can be found at the following address: [www.soilassociation.org](http://www.soilassociation.org) - (Soil Association Certification);
- If the answer received from the certification body is not considered to be satisfying by the complainant, he/she can further address directly to certification office in Romania or the international management in Bonn, Germany (contact details are found at [www.fsc.org](http://www.fsc.org));
- If the answer offered by certification body is not enough the complainant can address to Accreditation Services International (<http://www.accreditation-services.com>).

Ingleby forest management wants to settle any complaints and notifications in a friendly manner through an objective analysis of the facts that are notified and by mediating between the involved parties. The visits to the complainant and field visits are documented in minutes that are recorded in the notifications and complaints register and are included in the file that solves the complaint.

Forest certification responsible,

Date,

Ștefan Petrea

01.03.2021

To forestry manager		
Undersigned [Name and surname]:		
Contact data [Choose the means to receive the answer to the complaint]	Fax	
	E-mail	
	Address	
Object of complaint:		
Identification of the area where the object of complaint is located (village, U.P., u.a., forest road, etc.)		
Documents to support the complaint:		
The complaint denounces the following certification criteria:		
Field visit request:	YES	NO
Notification of competent authority:	YES	NO
Date of notification:	Signature:	