



## Soil Association Certification Limited Forestry Department Appeal, Complaint or Comment Form

> Please read the Appeal and Complaint Resolution Procedure (IP-GEN-004) before filling in this form. It can be found on our website here – [Appeal and Complaint Resolution](#)

> Should you need any help in completing this form, please contact the UK office on +44 (0) 117 914 2435

> The Soil Association privacy policy can be viewed on here: [Privacy Policy](#)

1. Submission of an appeal, complaint or comment		Review by Soil Association (SA) Certification (for Office Use only)
<p><u>NOTE: Fields which are mandatory to be completed for an appeal or complaint are underlined</u></p>		
<b>Submission type?</b> (see Appeal and Complaint resolution procedure <a href="#">IP-GEN-004</a> for definitions):	<input type="checkbox"/> Appeal <input type="checkbox"/> Complaint <input type="checkbox"/> Comment	
<u>Name(s) of appellant/complainant:</u>	Click here to enter text.	<input type="checkbox"/> Confirmed
<u>Organisation/Affiliation:</u>	Click here to enter text.	
<u>Contact information</u> <u>Address:</u>  Please include Postcode & Country (as appropriate)	Click here to enter text.	<input type="checkbox"/> Confirmed
<u>Landline Telephone:</u>	Click here to enter text.	
<u>Mobile Telephone:</u>	Click here to enter text.	
<u>Email:</u>	Click here to enter text.	
<u>Skype Account:</u> (if appropriate)	Click here to enter text.	
<u>Preferred Method of Contact:</u>	Click here to enter text.	

<b>Confidentiality.</b> <b>If you wish to remain anonymous in relation to this complaint please check the box and give any additional comments:</b>	<input type="checkbox"/> Click here to enter text.	Click here to enter text.
<u><b>Appeal/Complaint/Comment relates to:</b></u>	<input type="checkbox"/> Soil Association Certification Limited applicant or client <b>Name:</b> Click here to enter text. <b>Certification code</b> (if known): Click here to enter text.  <input type="checkbox"/> Activities of Soil Association Certification Limited	<input type="checkbox"/> Confirmed
<b>Relevant auditing service:</b>	<input type="checkbox"/> FSC® Forest Management Certification <input type="checkbox"/> FSC Controlled Wood Forest Management Certification <input type="checkbox"/> FSC Chain of Custody Certification <input type="checkbox"/> FSC Project Certification <input type="checkbox"/> FSC Controlled Wood Chain of Custody Certification <input type="checkbox"/> PEFC Forest Management Certification <input type="checkbox"/> PEFC Chain of Custody Certification <input type="checkbox"/> PEFC Project Certification <input type="checkbox"/> Soil Association Certification Limited Legality Verification <input type="checkbox"/> Soil Association Certification Limited Due Diligence System Verification <input type="checkbox"/> Other, specify: Click here to enter text.	
<b>Soil Association Certification Limited Contact Person (if known)</b>	Click here to enter text.	
<u><b>Clear description of the issue</b></u> (if possible please reference any standards which you think have not been complied with/reason why a complaint/appeal/comment is being submitted):	Click here to enter text.	<input type="checkbox"/> Confirmed  Click here to enter text.
<b>Date that the complaint or issue arose</b>	Click here to enter text.	

<b><u>Evidence to support each element or aspect of the complaint:</u></b>	Click here to enter text.	<input type="checkbox"/> Confirmed Click here to enter text.
<b>Please list any documents or other evidence that you have attached:</b>	Click here to enter text.	
<b>In the case of a complaint against a Soil Association client, have you contacted the client directly? If yes, please provide a summary of the communications and responses, with dates as appropriate:</b>	Click here to enter text.	
<b>What objectives or outcomes do you feel would address your concerns, or would resolve the issues?</b>	Click here to enter text.	
<b>We may propose to meet with you (in person or remotely) to discuss the issue. If so would you be available to attend a meeting? If yes, please provide any dates where you would not be available in the next two months:</b>	Click here to enter text.	
<b>Returning your form</b>	Please send your completed form by either  Email to: forestry@soilassociation.org OR  Recorded/registered mail to: Forestry Team, Soil Association Certification, Spear House, 51 Victoria Street, Bristol, BS1 6AD, United Kingdom.	

**The following section will be completed by SA Certification's Forestry team/Agent:**

<b>2. Review of submission</b>	
<b>Submission type confirmed:</b> (see Appeal and Complaint resolution procedure IP-GEN-004 for definitions)	<input type="checkbox"/> Appeal substantiated, go to 3.2 <input type="checkbox"/> Complaint substantiated, go to 3.2 <input type="checkbox"/> Comment accepted /Appeal not substantiated/Complaint not substantiated, go to 3.1 Date of decision: Click here to enter a date.

	<input type="checkbox"/> Incident record completed
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### 3. Action to be taken

#### 3.1 Comment /Appeal not substantiated/Complaint not substantiated

<b>Reason why appeal or complaint not substantiated:</b>	<input type="checkbox"/> a) submission does not include evidence that it relates to Soil Association Certification or one of our clients <input type="checkbox"/> b) submission does not include the name and contact information of the complainant, <input type="checkbox"/> c) submission does not include a clear description of the issue(s), and <input type="checkbox"/> d) submission does not include evidence to support each element or aspect of the complaint, <input type="checkbox"/> e) other <a href="#">Click here to enter text.</a>
<b>Action to be taken:</b>	<input type="checkbox"/> No further action to be taken by SA Certification. <input type="checkbox"/> If b) anonymous and related to certificate holder/applicant the submission shall be treated as a stakeholder comment and recorded on the stakeholder comments record (FM or CW) to be addressed at the next audit. Other: <a href="#">Click here to enter text.</a>

#### 3.2 Appeal/Complaint

<b>Soil Association contact person handling appeal/complaint:</b>	Name: <a href="#">Click here to enter text.</a> Contact details: e-mail: <a href="#">Click here to enter text.</a> phone: <a href="#">Click here to enter text.</a> address: <a href="#">Click here to enter text.</a>
<b>Language of correspondence:</b>	<a href="#">Click here to enter text.</a> (Same language that is used in the public summary certification report, unless alternative agreed with the complainant).
<b>Scheme Owner notified of complaint (date):</b> n/a if appeal	FSC: <a href="#">Click here to enter text.</a> PEFC: <a href="#">Click here to enter text.</a> Other: <a href="#">Click here to enter text.</a>
<b>Case created in SA Database 'Woody' (date)</b>	<a href="#">Click here to enter a date.</a>
<b>Proposed method for evaluation of the evidence:</b>	<input type="checkbox"/> Desk based assessment of complaint or appeal, reviewing documents, photographs, letters and other evidence. <input type="checkbox"/> Verification on site. If a complaint or appeal relates to the actions or activities of a client which require verification on site, we may think it best to make a site visit.  Further details: <a href="#">Click here to enter text.</a>
<b>Proposed method for appeal/complaint decision:</b>	<input type="checkbox"/> A Soil Association Certification employee not involved in the evaluation and has no conflict of interest will make the decision resolving the complaint or appeal.

	<input type="checkbox"/> A review of the decision and final approval will be conducted by the Head of Forestry at the request of the Soil Association Certification employee. <input type="checkbox"/> The decision will be considered by the Soil Association Certification Limited's Certification Committee at the request of the Soil Association Employee or the Head of Forestry. The Certification Committee shall not include members who have been involved in the decision or otherwise have a conflict of interest.
<b>Opportunity to present your case to the decision maker:</b>  Include further details e.g. proposed dates	<input type="checkbox"/> Submission of documented evidence <input type="checkbox"/> In person meeting, with or without the Client <input type="checkbox"/> A meeting at an SA or Agent office with relevant staff, or a meeting via Skype <input type="checkbox"/> A meeting with the Certification Committee of SA Certification <input type="checkbox"/> Not applicable.  Click here to enter text.
<b>Progress review:</b>  Include any changes to the proposed methods for evaluation/decision making with justification.	Click here to enter text.
<b>Conclusion :</b>  Within 3 months of submission of appeal/complaint.	Click here to enter text.
<b>Appeal/complaint decision made by (name):</b>	Click here to enter text. <input type="checkbox"/> Soil Association Certification employee <input type="checkbox"/> Head of Forestry <input type="checkbox"/> Soil Association Certification Limited's Certification Committee
<b>Date closed:</b>	Click here to enter a date.  <input type="checkbox"/> Incident record completed <input type="checkbox"/> Woody 'Case' closed
<b>Scheme owner informed that complaint closed:</b> n/a if appeal	FSC Click here to enter text. PEFC Click here to enter text. Other Click here to enter text.
<b>Corrective or Preventative Action by SA Certification:</b>  Give details of any proposed actions e.g. Auditor Training/Change to QMS document. N/A if internal action not required.	Click here to enter text.  <input type="checkbox"/> Corrective Action/Preventative Action register updated