



**GUIDANCE ON THE BM TRADA
CERTIFICATION COMPLAINTS AND
STAKEHOLDER CONCERNS HANDLING
PROCESS**

SCOPE

This document is applicable to all BM TRADA Certification Schemes.

ALL COMPLAINTS

Please provide a clear description of your complaint, objective evidence to support each element or aspect of the complaint and the name and contact information of the person submitting the complaint.

All complaints and stakeholder concerns received by BM TRADA are acknowledged, investigated and actioned.

BM TRADA shall use best endeavors 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 please go to:

Section A 'BM TRADA Services'

If you have a complaint/concern related to the product or service of an organization 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

Central Compliance Department
Stocking Lane
Hughenden Valley
High Wycombe
Buckinghamshire
HP14 4ND

t: +44 (0) 1494 569750
e: complaints@bmtrada.com

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.

Where a complaint about BM TRADA services also involves a scheme member, 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 organization 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.

Note 1: For FSC® schemes the above investigation and response timescale will be three months maximum.

Note 2: For UTZ schemes BM TRADA will reply to the plaintiff within 15 working days (3 weeks). If the complaint is not resolved within 20 working days (4 weeks), BM TRADA will report the complaint to UTZ certified.

Note 3: For RSPO schemes the timescales in Note 1 above will apply.

SECTION B – SCHEME MEMBER COMPLAINT/CONCERN

Scheme member complaints/concerns shall be processed in the same timeframes as per section A above.

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 organization 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.

Note 1: For FSC® schemes the above investigation and response timescale will be three months maximum

Note 2: For UTZ schemes BM TRADA will reply to the plaintiff within 15 working days (3 weeks). If the complaint is not resolved within 20 working days (4 weeks), BM TRADA will report the complaint to UTZ certified.

Note 3: For RSPO schemes the timescales in Note 1 above will apply.

Note 4: If a concern has arisen, including for FSC schemes because for example a document may have been tampered with, steps will be taken to obtain objective evidence to confirm. BM TRADA will also make contact with other relevant parties such as suppliers to cross check information.

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 the document titled Guidance on the BM TRADA disputes and appeals process. This is available from our website or on request from BM TRADA.

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/Scheme Owner.

ABOUT BM TRADA

BM TRADA, part of the Element Group, specializes in providing a comprehensive range of independent testing, inspection, certification, technical and training services. We help organizations to demonstrate their business and product credentials and to improve performance and compliance.

We exist to help our customers to make certain that the management systems, supply chain and product certification schemes they operate are compliant and fit for purpose.



bmtrada

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FOR FURTHER INQUIRIES, PLEASE CONTACT

T: +44 (0) 1494 569750

complaints@bmtrada.com

www.bmtrada.com