

COMPLAINT POLICY, FSC

We care about customers and stakeholders, and commit ourselves to deliver in accordance with customers' and stakeholders' expectations. We always conduct all our business with uncompromising integrity and professionalism. We will;

- Collect, assess, and analyze customers' and stakeholders' feedback, to learn and ensure that our performance meets needs and expectations.
- Handle any complaint in an effective and efficient way.
- Communicate promptly and clearly with any complainant.

HANDLING OF COMPLAINTS, APPEALS AND DISPUTES

Complaints, appeals and disputes can be sent/communicated to the local DNV-unit or to the accredited DNV unit.

Upon receipt of a complaint or appeal, DNV will investigate the complaint and send an initial response, including an outline of the proposed course of action to follow up on the complaint or appeal, to the complainant within four weeks of receiving a complaint or appeal.

DNV will keep the complainant(s) informed of progress in evaluating the complaint/appeal, and will have investigated the allegations and specified all its proposed actions in response to the complaint/appeal within six months of receiving the complaint or appeal. This is extendable to twelve months in exceptional circumstances.

A complainant will also be informed about his / her right to appeal, if the action/decision is not satisfying.

Complaints/claims from the certified client on the audit will be handled by the Local DNV Certification Unit.

Complaints/claims from third party or stakeholders will be handled by the Complaint and Appeal Board at the accredited DNV Unit.

All appeals (dispute on the outcome of complaint/claim) will be handled by the accredited unit.

The members of the Complaint and Appeal Board are independent of the certification evaluation and the certification decision and the names of the members are available to stakeholders on request

If the issue has not been resolved through the full implementation of DNV's procedures, the party making a complaint, appeal or dispute will be offered the opportunity to refer their complaint to FSC's dispute resolution procedures (see www.fsc.org).