



Guidance on the Exova BM TRADA disputes and appeals process



SCOPE

This document is applicable to all Exova BM TRADA Certification Schemes.

DISPUTES AND APPEALS

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

All disputes and appeals received by Exova BM TRADA are fully investigated.

If you wish to dispute a decision made by Exova BM TRADA please go to Section A - Exova BM TRADA Disputes Process.

If you are not satisfied with the outcome of the Dispute or Complaint resolution process and wish to raise an Appeal, please go to Section B - Exova BM TRADA Appeals Process.

All appeals shall include objective evidence to substantiate the appeal and agreement to pay full costs related to the Appeal Committee meeting, as determined by Exova BM TRADA and agreed by the Appeal Committee Chairman.

All disputes and appeals shall be submitted **in writing** to;

Exova BM TRADA

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

t: +44 (0) 1494 569 700

e: elizabeth.tapping@exova.com

SECTION A – EXOVA BM TRADA DISPUTES PROCESS

A letter shall be dispatched within 2 weeks to the person/organisation, acknowledging receipt of the dispute. The Compliance Manager or a nominated person shall then perform an investigation into the dispute. (Note: the person conducting the investigation shall not have been involved in the decision making process). The investigation could include a review of the documented dispute, any related reports, consultation with applicable audit team members, and the person/organisation making the dispute.

The decision related to the outcome of the full investigation shall be documented and formally communicated in writing to the person/organisation who raised the dispute within 2 weeks of the final decision taken.

The person/organisation who raised the dispute shall be offered the right to appeal the final decision taken.

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

SECTION B – EXOVA BM TRADA APPEALS PROCESS

A letter shall be dispatched within 2 weeks to the appellant, acknowledging receipt of the appeal and confirming the appellant's right to present their case in person to the Appeals Committee.

The appellant shall be informed of the date the appeal is to be heard and the composition of the Appeals Committee.

The appellant shall have the right to state objections to the composition of the committee. The appellant's reasons for objection shall be considered by the Advisory Board Chairman who shall decide whether or not it is appropriate to amend the composition accordingly.

The Appeals Committee shall consider the nature of the appeal from written reports of the appellant and auditor. Where necessary, the Committee shall request the presence of the decision source during all or part of the meeting. The reports shall be studied and a recommendation to the Board of Directors made accordingly who shall make the final decision. The meeting shall be minuted.

The appellant shall be notified in writing of the outcome of the appeal, within 2 weeks of the decision being made and within 3 months of receipt of the written Appeal.

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

SECTION C – FURTHER ACTION

If you are not satisfied with the action taken by Exova BM TRADA as detailed above, you are invited to contact the relevant Accreditation Body Scheme Owner at the following address:

UKAS Accredited Schemes

UKAS
2 Pine Trees
Chertsey Lane
Staines-upon-Thames
TW18 3HR
t: +44 (0) 1784 429015
e: customerfeedback@ukas.com
w: www.ukas.com

FSC® Chain of Custody Schemes

ASI
Accreditation Services International GmbH
Friedrich-Ebert-Allee 69
53113 Bonn, Germany
t: +49 (228) 227 237 0
f: +49 (228) 227 237 30
e: asi-info@accreditation-services.com
w: www.accreditation-services.com

FSC
Charles-de-Gaulle-Straße 5
53113 Bonn
Deutschland
t: +49 (0) 228 367 66 30
e: fsc@fsc.org
w: www.fsc.org

DAC Accredited Schemes

DAC
Building 20
Baniyas Road
Al Rigga Area
Deira
t: +9 (0) 7142 215555
e: complaints@dm.gov.ae

UTZ Certified (Cocoa, Coffee & Tea)

UTZ Standards and Certifications Department
De Ruyterkade 6
1013 AA Amsterdam
t: +31 (0) 20 530 8000
e: certification@utzcertified.org

Roundtable on Sustainable Palm Oil (RSPO)

Unit A-37-1
Menara UOA Bangsar
Number 5 Jalan Bangsar Utama 1
Kuala Lumpur 59000
Malaysia
t: +603 (0) 2302 1500
e: membership@rspo.org
w: www.rspo.org





Exova BM TRADA provides independent certification, inspection, technical and training services.

We help organisations to prove their business and product credentials and to improve performance and compliance. We have a long history of technical excellence in management systems, supply chain and product certification. We offer certification to businesses in over 70 countries to ISO 9001, ISO 14001, ISO 50001, BS OHSAS 18001, ISO 27001, FSC™ A000503, PEFC™, RSPO and UTZ.

For further enquiries, please contact

t: +44 (0) 330 222 0321

e: certification@exova.com w: www.exovabmtrada.com