



# Complaints, Feedback and Appeals Management

## 投诉、反馈和申诉管理

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## Purpose/目的

This document defines how complaints, appeals and positive feedback shall be received and managed by SAI Global (see definitions).

本文件明确了SAI Global（见定义部分）投诉、申诉和积极反馈的接收和处理方式。

## References/参考文献:

SAI Global Certification Authority QSM03 – Quality Manual and Promapp

SAI全球认证机构QSM03 - 质量手册和Promapp应用程序

## Definitions/定义:

|                         |  |
|-------------------------|--|
| <p>Complaint<br/>投诉</p> | <p>A formal expression of dissatisfaction about SAI Global personnel, services, decisions and/or clients.<br/>正式表达对SAI Global人员、服务、决定和/或客户的不满。</p> <p>Note:<br/>注:</p> <p>1. A minor issue dealt with and resolved through the daily working processes is not required to be actioned through this procedure.<br/>1、通过日常工作流程处理和解决的小问题无需通过本程序受理。</p> <p>2. SAI Global Legal Counsel must be consulted in the cases that the legal representative of a 2<sup>nd</sup> or 3<sup>rd</sup> Party raises a complaint, appeal or other issue.<br/>2、第二方或第三方的法定代表提出申诉、上诉或其他问题，必须咨询SAI全球法律顾问。</p> |
| <p>Feedback<br/>反馈</p>  | <p>Information received by SAI Global in reaction to a product, a person's performance or a process which is used as a basis for improvement.<br/>SAI Global全球收到的作为改进依据的有关产品、人员绩效或过程的信息。</p>   |

|  |  |
|--|--|
|  | <p>Note:</p> <p>注:</p> <p>1. Feedback is received from a number of sources for example customer surveys, voice of the customer.</p> <p>1、反馈通过各种途径接收, 例如客户调查、客户意见等。</p> <p>2. Feedback does not necessarily result in a complaint and therefore may be handled differently for example via a systems improvement.</p> <p>2、反馈不一定引起投诉, 因此, 受理方式可能有所不同, 例如, 通过系统改进受理。</p> |
| <p>Appeal<br/>申诉</p>                     | <p>Formal request by Applicant or Licensee for review of the outcome of a complaint investigation.</p> <p>申请人或被许可人提出的正式要求, 要求对投诉调查结果进行审查。</p>  |
| <p>Certification Approved<br/>经批准的认证</p> | <p>A Person authorised by SAI Global Certification Services Pty Ltd to make a certification decision.</p> <p>经SAI Global Certification Services Pty Ltd授权作出认证决定的人员。</p>  |
| <p>Decision<br/>决定</p>                   | <p>The result of a review/investigation of the complaint or appeal.</p> <p>投诉或申诉审查/调查结果。</p>   |

## Responsibilities/职责

The Global Head of PRC shall:

风险及合规应:

- Ensure that a member of staff is appointed to manage the implementation and maintenance of this procedure.

确保指定一名人员负责管理本程序的实施和维护。

Regional R&C Managers shall:

地区风险及合规管控经理应:

- Provide reporting of complaints to local, regional or Global Impartiality Committees and Operations as required.

根据需要向当地、地区或全球公正性委员会和运营机构提供投诉报告。

- Escalate an appeal to the Global Head of PRC to review and assign an independent review of the original decision.

向风险及合规提交申诉进行升级受理，以对原决定进行审查和独立审核。

- Identify and report complaints open in excess of 90 days to the relevant Accreditation Body (where required).

- 确定并向有关认证机构上报超过90天的投诉（如需要）。

Each relevant functional area or region/location shall:

各相关职能领域或地区/地点应:

- Ensure that appropriate staff are assigned to coordinate management of complaints until closeout, 确保指派适当的人员协调投诉管理，直至投诉受理完毕，

- Maintain the Feedback Register that is applicable to their functional area and/ or location.

维护适用于其职能领域和/或地区的反馈登记册。

The Feedback Register is accessible from GBP

<http://ourgateway.assurance.saiglobal.com/Client%20Records/Pages/FeedbackRegister.aspx>

反馈登记册也可通过GBP查看:

<http://ourgateway.assurance.saiglobal.com/Client%20Records/Pages/FeedbackRegister.aspx>

## Complaint Procedure/投诉程序

The process for complaints and appeals shall be available to the public via the SAI Global website.

投诉和申诉程序应通过SAI Global网站向公众开放。

Submission, investigation and the decision on appeals shall not result in any discrimination against the Appellant by SAI Global.

申诉的提交、调查和决定不应导致SAI Global以任何方式歧视上诉人。

### Process

#### 程序

Complaints can be received and recorded in the Feedback register by any member of staff.

任何人员均可接收投诉并将其记入反馈登记册。

Each complaint will be assigned a responsible person; this will normally be the person responsible for the client. They will notify the client of receipt of the complaint.

各项投诉均应指派一名负责人；负责人通常为客户负责人。负责人将通知客户投诉已收到。

The responsible person will manage the complaint through to completion. This may need assistance from other staff i.e. Technical Manager.

负责人应进行投诉管理，直至投诉受理完毕。投诉管理可能需要其他人员的协助，如技术经理。

Once a decision on the complaint is received the responsible person will advise the client of this decision.

收到投诉决定后，负责人应通知客户其决定。

If the Client wishes they can appeal the complaint decision.

如果对投诉决定有异议，客户可对投诉决定提出申诉。

Any additional or scheme specific requirements are outlined in sub-sections of this procedure.

本程序子节部分列出了其他要求或特定方案要求。

## Appeals Procedure/申诉程序

The process for complaints and appeals shall be available to the public via the SAI Global website.

投诉和申诉程序应通过SAI Global网站向公众开放。

Submission, investigation and the decision on complaints and appeals shall not result in any discrimination against the Appellant by SAI Global.

投诉和申诉的提交、调查和决定不应导致SAI Global以任何方式歧视上诉人。

### Process

#### 程序

Following the outcome of the complaint if the client wishes to raise an appeal the responsible person will request this in writing from the client.

投诉出结果后，如果客户希望提起申诉，负责人应书面要求客户提出申诉。

Once written confirmation of an appeal request is received this will be sent to the Global Head PRC to review and assign an independent investigation of the original complaint.

申诉要求确认书收到后，应提交风险及合规审查，并指派专人对原投诉进行独立调查。

Note: All information on the appeal will be added to the original complaint in GBP. The title of the original complaint will be amended to add the word “appeal” at the start; this will ensure SAI can determine appeals from complaints.

注：所有申诉信息均应加入GBP的原投诉中。原投诉的标题应进行修改，标题开头应加上“申诉”二字；这将确保SAI能够确定哪些属于申诉，哪些属于投诉。

Each appeal will be assigned a responsible person. They will notify the client of receipt of the appeal.

各项申诉应指派一名负责人，负责通知客户已收到申诉。

Once a decision on the appeal is received the responsible person will advise the Global Head PRC of this decision.

在接到申诉决定后，负责人应立即通知风险及合规这一决定。

The Global Head or Regional R&C Manager will advise the client of the outcome.

全球主管或地区风险管控经理应通知客户受理结果。

Any additional or scheme specific requirements are outlined in sub-sections of this procedure.

本程序子章节部分列出的所有其他要求或特定要求。

## **IECQ Complaints Disputes and Appeals/ IECQ 投诉、争议和申诉**

### **(Based on IECQ 01 basic rules)/ (基于IECQ 01 basic rules)**

For IECQ HSPM program the following requirements must be noted:

- The IECQ HSPM Certification Authority and/or assigned impartiality committee of SAI Global should be able to escalate the appeal to the IECQ MC and IEC CABC whenever necessary.

-Regarding customer complaint, SAI Global shall notify the organization of customer complaints relating to the compliance of its product, process or service with the specified requirements.

IECQ HSPM 的项目还需遵守以下要求:

— 当有必要时, IECQ HSPM 认证授权单位和/或 SAI GLOBAL 签署的公正委员会能将申诉渠道上升到 IECQ MC 和 IEC CABC.

—关于客户投诉, SAI GLOBAL 需要将任何有关于他们产品、过程或服务符合性的客户投诉告知受审核方。

## **FSC Complaints, Disputes and Appeals/FSC 投诉、争议和申诉**

### **(Based on FSC-STD-20-001 V3-0)/ (基于 FSC-STD-20-001 V3-0)**

The generic procedures apply in all cases except for the specific requirements of FSC as described in this Appendix

除本协议附件所描述的FSC具体要求外, 通用程序适用于所有情况。

#### **1.0 RESPONSIBILITY:**

##### **职责:**

1.1 The Technical Manager- Forestry program is responsible for coordinating all activities relating to complaints, disputes and appeals. Also the maintaining of any associated records. If the Technical Manager- Forestry program was involved in the certification audit, then in this case the Vice President, Corporate Operations, Accreditation and Quality will designate a replacement.

森林项目技术经理负责协调与投诉、争议和申诉有关的所有活动, 以及保存所有相关记录。如果森林项目技术经理参与了认证审核, 则在这种情况下, 企业运营、认证和质量部副经理应指定替代人员。

1.2 The Vice President, Corporate Operations, Accreditation and Quality, Assurance Americas is responsible for the final resolution of complaints, disputes or appeals.

美洲认证企业运营、认证和质量部副经理应负责投诉、争议和申诉的最终决议。

1.3 SAI Global is responsible for all decisions at all levels of the appeals and complaints handling processes. SAI Global ensures that the persons engaged in the appeals, complaints and disputes handling processes are different from those who carried out the audits, made the certification decisions. SAI Global will offer to a party making a complaint the opportunity to refer their complaint to FSC's dispute resolution process if the issue has not been resolved through the full implementation of its own procedures.

SAI Global负责各级申诉和投诉处理程序的决定。SAI Global应确保参与申诉、投诉和争议处理程序的人员与实施审核和做出认证决定的人员有所不同。SAI Global将为提出投诉的一方提供机会，以便争议未通过其自身程序解决时，将其投诉按照FSC争议解决程序递交。

## 2.0 INVESTIGATION AND RESOLUTION OF COMPLAINTS or APPEAL:

### 投诉或申诉的调查和解决:

2.1 Upon receipt of the complaint, dispute or appeal the Technical Manager of the Forestry program will arrange for this to be entered in the Feedback Register and provide an initial response, including an outline of the proposed course of action to follow up on the complaint, within two (2) weeks of receiving a complaint, dispute or appeal.

接到投诉、争议或申诉后，森林项目技术经理应在收到投诉、争议或申诉后两（2）周内安排将其记入反馈登记册并给出初步答复，包括概述拟采取的投诉跟进行动方针。

2.2 The Technical Manager-Forestry program or designee shall keep the complainant(s) informed of progress in evaluating the complaint, and shall have investigated the allegations and specified all its proposed actions in response to the complaint within three (3) months of receiving the complaint

森林项目技术经理或其指定人员应在收到投诉、争议或申诉后三（3）个月内保持投诉人获知投诉评估的进度，应调查投诉，并说明回应投诉的计划行动。

2.3 Full implementation of actions and confirmation of implementation (e.g. correction and closing out of non-compliances that may have been identified as a result of the complaint) shall be completed in compliance with the respective FSC standards.

措施的全面实施及措施实施得以确认（例如：纠正及关闭因投诉导致的不符合项）应符合相应的FSC标准。

2.4 In the case of a certified company if the review or any other additional information indicates that the certified organization no longer complies with SAI Global requirements as defined in the Terms and Conditions (Form No. M025), the organization shall be re-audited or their certification terminated as per Guidance to suspension and reregistration process.

对于已认证的公司，如果评审或任何其他额外信息表明认证组织不再符合条款和条件（编号M025）中规定的SAI Global要求，应重新审核该组织，或者根据暂停和重新注册流程指南终止其认证。

## 3.0 RECORDS:

### 记录:

Records of all of the above actions are attached in the Feedback Register.

上述所有行动的记录均应附入反馈登记册。



# SFI Public inquiries and official complaints/SFI 公众查询和官方投诉

## (Based on SFI 2015-2019 Program Section 11)/ (基于 SFI 2015-2019 项目第 11 部分)

The generic procedures apply in all cases except for the specific requirements of SFI as described in this Appendix

除本协议附件所描述的SFI具体要求外，通用程序适用于所有情况。

### 1.0 RESPONSIBILITY:

#### 职责:

- 1.1 The Technical Manager- Forestry program is responsible for coordinating all activities relating to complaints, disputes and appeals. Also the maintaining of any associated records. If the Technical Manager- Forestry program was involved in the certification audit, then in this case the Vice President, Corporate Operations, Accreditation and Quality will designate a replacement.

森林项目技术经理负责协调与投诉、争议和申诉有关的所有活动，以及保存任何相关记录。如果森林项目部技术经理参与了认证审核，则在这种情况下，企业运营、认证和质量部副经理应指定替代人员。

### 2.0 Official Complaints Questioning the Validity of a Certification to SFI 2015-2019 Forest Management Standard or SFI 2015-2019 Fiber Sourcing Standard

#### 质疑SFI 2015-2019林业管理标准或SFI 2015-2019纤维采购标准认证有效性的官方投诉

A complaint does not challenge the credibility or the content of the SFI 2015-2019 Forest Management Standard or SFI 2015-2019 Fiber Sourcing Standard, but rather it challenges the audit findings and the decision to grant the certification, or events that have happened since the last audit that questions the maintenance of the certification.

投诉不质疑SFI 2015-2019林业管理标准或SFI 2015-2019纤维采购标准的可信度或内容，而是质疑审核结果和授予认证的决定，或自质疑维持认证的最后一次审计以来发生的事件。

#### 2.1 Complaint Process

##### 投诉流程

The complainant outlines their concerns in a letter to SAI Global. SAI Global may request additional specifics associated with the concerns and will investigate the issue in accordance with its procedures that were approved by their accreditation body. If SAI Global finds a sound basis for the complaint then it would require the *Program Participant* to take corrective action to address the complaint and advise the complainant accordingly. If SAI Global did not find a sound basis for the complaint and felt the certification was appropriately granted and performance has not changed since the certification, SAI Global will inform the complainant of this. If the findings of SAI Global do not satisfy the complainant then they can move to the higher authority which is the body that accredited SAI Global, which is ANAB ([www.anab.org](http://www.anab.org)). The accreditation body would then conduct its own investigation into the complaint as the highest authority. In the event litigation is involved between the external party and *Program Participant*,

the complaint process shall be suspended pending resolution of the litigation. It shall be re-

started following resolution of the litigation if SFI nonconformity issues remain.

投诉人在向SAI Global提交的信件中概括其问题。SAI Global可索取与所提出的问题相关的其他细节，并根据经其认证机构批准的程序开展问题调查。如果SAI Global发现合理的依据，其将要求项目参与者采取纠正措施受理投诉并通知投诉人相应的结果。如果SAI Global未发现合理的投诉依据，认为认证已经适当授权，绩效自认证以来未发生变化，SAI Global将通知投诉人这一情况。如果SAI Global的调查结果未满足投诉人的要求，投诉人可向对SAI Global进行认证的上级机关（即ANAB（[www.anab.org](http://www.anab.org)））提交投诉。该认证机关将以最高机关的名义自行开展调查。如涉及外部参与方和项目参与者之间的诉讼，在诉讼解决之前，投诉流程应暂停。如在诉讼解决后不符合问题仍存在，应重新启动解决程序。

### 3.0 Public Inquiries Regarding Inconsistent Practices and the ILO Core Conventions (87, 98 and 111)

#### 关于不一致行为和国际劳工组织核心公约的公众查询（87、98和111）

Any party with information or claims about a *Program Participant's* individual practices that may be in nonconformity may seek to have those claims investigated. The complainant shall present specific claims of nonconformity in writing and in sufficient detail to the *Program Participant*. Within 45 days of receipt of the complaint, the *Program Participant* shall respond to the complainant and forward a copy of the complaint and its response to SAI Global for future review via surveillance or certification audits.

掌握可能不符合规定的项目参与者个人行为信息或声称项目参与者的个人行为可能不符合规定的任何方可要求对其掌握或声称的内容进行调查。投诉人应向项目参与者书面提交详细的不符合项具体主张。在收到投诉后45天内，项目参与者应答复投诉人，并向SAI Global转交一份投诉书及其答复内容，以便此后通过监督或认证审核对其进行审查。

### 4.0 Challenges or Complaints regarding SFI On-Product Label Use (Section 5)

#### SFI产品标签使用质疑或投诉（见第5部分）

4.1 The *Office of Label Use and Licensing* will hear challenges or complaints regarding SFI on-product label use.

标签使用和许可办公室应负责受理SFI产品标签使用质疑或投诉。

4.2 Any party with information or claims about the practices of an *SFI Program Participant* or *label user*, or questions about the validity of an SFI Section 3 or 4 (in the SFI requirements documents) certification and or SFI label use may seek to have those claims investigated, as outlined below.

掌握SFI项目参与者或标签使用者实践或SFI第3部分或第4部分（见SFI要求文件）认证有效性和/或SFI标签使用信息或提出相关主张的任何方可要求对其掌握或声称的内容进行调查，具体如下：

1. The complainant should outline concerns in a letter to the certificate holder or *label user*.

投诉人应在向证书持有人或标签使用者提交的信件中概述其问题。

2. Within 45 days, the certificate holder or *label user* shall respond to the complainant, and forward a copy of the complaint and response to SAI Global

证书持有人或标签使用者应在45天内答复投诉人，并向SAI Global转交投诉书及其答复内容。

3. SAI Global shall investigate the validity of the complaint based on the seriousness of the claim, and respond no later than the next annual assessment.

SAI Global应根据主张的严重程度对投诉的有效性进行调查，并在下一年度评估之前给予答复。

4. If the complainant is not satisfied, they may provide the original documentation and response to the SFI *Office of Label Use and Licensing*, which shall investigate and respond within 45 days.

如果投诉人不同意，其可向标签使用和许可办公室提交原文件及其答复，标签使用和许可办公室应在45天内进行调查和答复。

## 5.0 RECORDS:

记录:

Records of all of the above actions are attached in the Complaint Register.

上述所有行动的记录均应附入反馈登记册。

## Complaints and Appeals for Global Food Programs/全球食品项目投诉与申诉

### Appeals

#### 申诉

| Standard<br>标准                  | Notification of Appeal from Client<br>客户申诉的通知   | Finalise Appeal<br>申诉的最终处理                                  |
|---------------------------------|---|---|
| BRC Global Standards<br>BRC全球标准 | 7 calendar days from receipt of the certification decision<br>收到认证决定后7个日历日  | 30 calendar days from receipt of the Appeal<br>收到申诉后30个日历日内 |
| IFS Standards<br>IFS标准          | 7 calendar days from receipt of the certification decision (SAI requirement, no specific IFS requirement)<br>收到认证决定后7个日历日（SAI要求，无具体IFS要求） | 20 working days from receipt of the Appeal<br>收到申诉后20个工作日内  |

## Client Complaints/客户投诉

| Standard Owner<br>标准所有者         | Acknowledge<br>Complaint<br>确认投诉                              | Initial Response<br>初步答复                                    | Final Response<br>最终答复                              |
|---------------------------------|---|---|---|
| BRC Global Standards<br>BRC全球标准 |   | No specific requirements<br>无具体要求                           |   |
| IFS Standards<br>IFS标准          | 5 working days from<br>receipt of the complaint<br>收到投诉后5个工作日 | 10 working days from<br>receipt of complaint<br>收到投诉后10个工作日 | After full investigation of<br>complaint<br>投诉全面调查后 |

## Complaints about SAI Global/有关SAI Global的投诉

(BRC referrals / IFS Integrity Program or complaints management)/ (BRC推荐 / IFS诚信项目或投诉管理)

| Standard Owner<br>标准所有者         | Timescales / Actions<br>时间表/活动  |
|---------------------------------|---|
| BRC Global Standards<br>BRC全球标准 | A report to be submitted to BRC within 28 calendar days of notification of complaint / referral<br>应在投诉/推荐通知后28天内向BRC提交报告   |
| IFS Standards<br>IFS标准          | <p>If the nature of the complaint is in relation to the <b>quality of the IFS audit or audit report</b>, the certification body must provide a response detailing the cause and measures put in place to rectify the issue within 2 weeks of notification of complaint<br/>如果投诉的性质与<b>IFS审计或审计报告的质量</b>有关，认证机构必须在投诉通知后2周内给予答复，详细阐明原因以及所采取的纠正措施。</p> <p>If the complaint relates to an <b>administrative error</b> e.g. IFS audit report, certificate or database, the certification body must provide a response detailing the cause and measures put in place to rectify the issue within 1 week of notification of complaint<br/>如果投诉涉及<b>行政错误</b>，例如IFS审核报告、证书或数据库，认证机构必须在投诉通知后1周内给予答复，详细阐明原因以及所采取的纠正措施。</p> |

## RSPO Program Complaints and Appeals/RSPO 项目投诉和申诉

### 1.0 RESPONSIBILITY:

## 职责：

1.1 The Certification Manager, Indonesia is responsible for coordinating all activities relating to customer complaints, appeals and nonconformance's raised against SAI Global Indonesia RSPO Certification Program, management systems and processes. Also the maintaining of any associated records. The Certification Manager, Indonesia is also responsible for ensuring that complaints and appeals are followed up in accordance with RSPO Grievance Procedure.

印尼认证经理负责协调与针对SAI Global印尼RSPO认证项目、管理体系与过程的客户投诉、申诉和不符合项有关的所有活动，并保存任何相关记录。印尼认证经理还应负责确保按照RSPO申诉程序进行投诉和申诉跟进。

1.2 The complainant is responsible for providing the recipient of the complaint / nonconformance with the objective evidence to substantiate the complaint / nonconformance in writing. The complainant would be required to provide all of the following information to RSPO before a legitimate approach to raise a grievance can be considered:

投诉人负责向投诉/不符合项接收方提供客观证据，以书面形式证实投诉/不符合项。投诉人应在考虑提出申诉的合法方式之前向RSPO提交下列所有信息：

1. Details and background on complainant, including information pertinent to demonstrate legitimacy as legal entity and also on issues raised, as well as contact person and information.

投诉人的详细信息以及背景信息，包括证明作为法律实体的合法性以及所提出问题相关的信息，以及联系人和联系信息；

2. Name of RSPO Member grievance made against.

申诉所针对的RSPO成员的名称；

3. Nature of grievance described in detail and which of the four RSPO articles is being broken.

详细阐明的申诉的性质，以及违反了哪四条RSPO条款；

4. Supporting evidence, including all possible documentation, etc. to directly support the complaint.

支持证据，包括直接支持投诉的所有可能的文件等信息；

5. Details of previous steps that where undertaken to seek resolution directly, prior to turning to this procedure.

在实施本程序之前所采取的寻求解决方案的直接步骤的详细信息；

6. Clear, concise and specific actions, activities that are needed to correct problems raised in complaint.

纠正投诉中提出的问题需采取的确切、简明、具体的行动；

1.3 All SAI Global, Indonesia employees are responsible for immediately submitting complaints / nonconformance's received in the Feedback Register with appropriate objective evidence.

所有SAI Global印尼员工均应负责立即提交反馈登记册中收到的投诉/不符合项以及适当的客观证据。

1.4 All SAI Global, Indonesia employees, partners, affiliates and contractors are responsible for handling all complaints / nonconformance's.

所有SAI Global印尼员工、合伙人、关联方以及承包商均应负责处理所有投诉/不符合项。

1.5 SAI Global, Indonesia is responsible for all decisions at all levels of the appeals, complaints and disputes handling processes. SAI Global, Indonesia ensures that the persons engaged in the appeals, complaints and disputes handling processes are different from those who carried out the audits, made the certification decisions and the day to day implementation of SAI Global policies. SAI Global, Indonesia will inform the body laying the complaint that Accreditation Services International (ASI) and /or the RSPO Secretariat is the final level of Appeal should SAI Global, Indonesia not be able to resolve the complaint to the satisfaction of the complainant.

SAI Global印尼负责各级申诉、投诉与争议解决流程的所有决定。SAI Global印尼应确保参与申诉、投诉与争议解决流程的人员与开展审计和做出认证决定以及SAI Global政策日常实施的人员有所不同。如果SAI Global印尼无法以令投诉人满意的方式解决投诉，SAI Global印尼应通知提出投诉的机构国际认可服务机构（ASI）和/或RSPO秘书处是申诉的最终级别。

## **2.0 COMPLAINT / NONCONFORMANCE RECORDING AND PROCESSING:**

**投诉/不符合记录和处理记录和处理过程:**

2.1 Complaints / nonconformance's are to be logged in the Feedback Register and assigned to the Certification Manager, Indonesia for review and;

投诉/不符合记录和处理应记入反馈登记册并提交印尼认证经理审核；并

- a) Provide an initial response, including an outline of the proposed course of action to follow up on the complaint, within four (4) weeks of receiving a complaint if it's from an external party.

对于外部方投诉，在收到投诉后四（4）周内提供初步答复，包括概述拟采取的投诉跟进行动方针。

- b) Based on the nature and complexity of the complaint / nonconformance the Certification Manager, Indonesia may set up a complaint resolution committee comprised at a minimum of 3 persons, one of them being the Certification Manager, Indonesia or designee. In addition to the Certification Manager, Indonesia or designee the complaint resolution committee may be comprised of the Managing Director of SAI Global Indonesia and/or RSPO Auditor(s).

根据投诉/不符合项的性质和复杂程度，印尼认证经理可设立投诉解决委员会，委员会至少由3名人员组成，其中一名应为印尼认证经理或其指定人员。除印尼认证经理或其指定人员外，投诉解决委员会可由SAI Global印尼董事总经理和/或RSPO审计员组成。

- c) If it is from an internal party, review the complaint / nonconformance with the complainant, and based on the seriousness and complexity of the issue, will determine the timeline required to clear the complaint / nonconformance.

对于内部方投诉，与投诉人审查投诉/不符合项，并根据问题的严重程度和复杂程度确定消除投诉/不符合项所需的时间。

## **3.0 INVESTIGATION AND RESOLUTION OF COMPLAINTS / NONCONFORMANCES:**

**投诉/不符合项的调查和解决:**

3.1 Based on the due date the assigned individual (or the complaint resolution committee) performs a timely investigation to determine the root cause.

指定个人（或投诉解决委员会）应在截止日期以前及时进行调查，以确定根本原因。

- 3.2 The Certification Manager, Indonesia or designee shall keep the complainant(s) informed of progress in evaluating the complaint, and shall have investigated the allegations and specified all its proposed actions in response to the complaint within six (6) months of receiving the complaint, extendable to twelve (12) months in exceptional circumstances.

印尼认证经理或其指定人员应在收到投诉后六（6）个月内（在特殊情况下可延长至十二（12）个月）通知投诉人投诉评估进度情况，并应对投诉问题展开调查，指出其拟采取的应对投诉的所有行动。

- 3.3 Once the investigation is complete the result of the investigation is recorded in a written report.

调查结束后，调查结果应记录在书面报告中。

- 3.4 Full implementation of actions and confirmation of implementation (e.g. correction and closing out of non-compliances that may have been identified as a result of the complaint) shall be completed in compliance with this procedure.

应根据本程序完成所有行动的实施和确认（例如，因投诉发现的不符合项的纠正措施及其关闭）。

- 3.5 In the case of a certified company if the review or any other additional information indicates that the certified organization no longer complies with SAI Global requirements as defined in the Terms and Conditions (Form No. QGD17IDN), the organization shall be re-audited or their certification terminated.

对于经认证的公司，如果审查或任何其他额外信息表明经认证的组织不再符合条款和条件（表格编号QGD17IDN）中规定的SAI Global要求，应重新审核该组织，或者终止其认证。

- 3.6 Upon effective resolution of the complaint, the person investigating and resolving the complaint / nonconformance, or the complaint resolution committee sends the written report to the initiator of the complaint / nonconformance to inform them of the results of the investigation and measures taken to address their concerns/issues. If the person or organization is not satisfied with the findings and measures taken to address their concerns/issues and dispute the findings it is then referred to RSPO Grievance Panel.

投诉有效解决后，调查和解决投诉/不符合项的人员或投诉解决委员会应向投诉/不符合项的提出者发出书面报告，以通知其调查结果以及为解决其顾虑/问题而采取的措施。如果个人或组织对为解决其顾虑/问题而采取的措施不满意，对调查结果存在着异议，则应提交RSPO申诉小组解决。

- 3.7 The complaint is considered closed once the initiator of the complaint and SAI Global, Indonesia agrees with the resolution of the complaint.

一旦投诉提出者和SAI Global印尼就投诉解决方式达成一致，投诉应视为关闭。

#### 4.0 RECORDS:

##### 记录:

Records of all of the above actions are to be saved to the Feedback Register.

上述所有行动的记录均应保存到反馈登记册。