



投訴和申訴管理辦法

森林和木製品認證

必維認證政策-TQRI&F 部門

版本 3



Move Forward with Confidence



1. 介紹 INTRODUCTION

此項必維認證政策旨在建立一個標準的機構化的程式，用以管理必維收到的各類投訴和申訴。同時將這一標準化的程式傳達到公司所有的業務中，以期所有的投訴和申訴都以一種專業和負責任的方式解決。

The purpose of this Bureau Veritas Certification policy is to establish a standard and structured process for the management of Complaints and Appeals received by Bureau Veritas Certification. The purpose of this policy is to communicate the standard process to all operations to ensure that all appeals and complaints are handled in a professional and responsible manner.

必維認證使用的定義如下

The definitions used by Bureau Veritas Certification are the following:

申訴 **Appeal:**

申訴指對於 BV 所做認證決定的上訴或對於 BV 所認證組織投訴的有效性時所做決定的上訴。

An Appeal is defined as an “Appeal against a Certification Decision made by Bureau Veritas Certification or Decision made by Bureau Veritas Certification on the validity of a complaint against either Bureau Veritas Certification or a Bureau Veritas Certification Certified Organisation”.

投訴 **Complaints:**

投訴指對於 BV 或 BV 所認證組織的書面抱怨。

A complaint is defined as “an expression of dissatisfaction by a person or organization (“party”) against either Bureau Veritas Certification or a Bureau Veritas Certification Certified Organisation”.

2. 通則 GENERAL PRINCIPLES

投訴和申訴可由當事人在 BV 全球官網或者 BV 當地辦公室網站上進行網上登記。投訴表和投訴及申訴處理常式檔是對外公開的，所使用的語言與 BV 線上的公開認證總結時一致的。

Complaints and appeals are registered directly on-line by the “party” on either the global Bureau Veritas Certification website and (or) directly on the Bureau Veritas Certification local office’s website; This complaint form and the complaint/appeal process is publicly available in the same languages as the public certification summaries published by Bureau Veritas Certification on-line.

投訴和申訴表也可以經當事人申請，以書面材料方式提供。

This complaint/appeal form is also available in print on party’s request.

收到的投訴和申訴必須做好記錄，具體細節交由相關 BV 部門進行處理。

Complaints and appeals received must be recorded and the details transmitted to the relevant Bureau Veritas Certification entity for processing.

若收到的投訴或申訴來自于非 BV 客戶，考慮到任何潛在的責任，無論是否適合回答所提的問題，相關部門都要給予應有的重視。

In case of complaint or appeal received from a “party” which is not a Bureau Veritas Certification client, due consideration must be given whether or not it is appropriate to answer, taking into account potential liability. In such cases, the content of the answer must be coordinated with the client.

當地技術經理（LTM）是處理投訴或申訴默認管道。具體實施過程中，終端負責人如下：

- 對於投訴，由 LTM 負責；
- 對於申訴，由 FSC HUB 經理（與此申訴所涉及國相關的）。

The Local Technical Manager (LTM) is the default channel for dealing with the complaints and appeals. End-responsible to carry out this process:

- For complaints, LTM
- For appeals, FSC HUB manager (related with the country of the appeal).

為了提高處理的效率，必須監管相關績效指標（KPI）。

The relevant KPI must be monitored as a measure of effectiveness of the process (KPI).

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對客戶投訴或申訴處理過程的整體審查必須作為年度管理系統審查的一部分。

An overall review of customer's complaints or appeal process must be part of the annual Management System Review.

HUB 經理，TQR CER 技術經理和全球授信協調員必須知曉所有 FSC 的投訴。依據嚴重性，情節比較嚴重的必須通知 BV 全球技術總監。當投訴有非常嚴重的風險（如涉及可能的訴訟，保險申報，法院傳召，名譽及授信資質的損失），這類投訴必須通報給總部的司法部門。

The HUB Manager, the TQR CER Technical Manager and the Global accreditation Coordinator shall be informed of all FSC complaints. The Global Technical Director of Bureau Veritas Certification Holding SAS shall be notified depending upon severity. In case of a critical risk (such as complaints involving a possible litigation, insurance declaration, court summons, loss of image, accreditation...) the complaints must be transferred to the HO Divisional legal contact.

如果投訴人提出要求，必維保留投訴人對客戶的匿名性，並將匿名投訴和表達不滿的投訴視為利益相關方的意見，並在下次審核時予以解決。

Bureau Veritas retains the anonymity of the complainant in relation to the client, if this is requested by the complainant and shall treat anonymous complaints and expressions of dissatisfaction that are not substantiated as complaints as stakeholder comments and address these during the next audit.

3. 總體解決步驟 OVERALL PROCESS STEPS

對於每一個投訴和申訴，以下的要點必須遵循：

For each complaint and appeal, the following points must be followed:

1) 接收到投訴和申訴的 BV 部門的 LTM 必須做好記錄。投訴和申訴通常情況下以手寫的方式記錄，如果不是，BV 辦公室接收到正式的口頭投訴後，必須在 BVC 系統有記錄。

1) **The complaint and appeal must be recorded by the LTM of the receiving Bureau Veritas Certification Entity.** Complaints/appeals will normally be made in writing, but if not, Bureau Veritas Certification office receiving the official oral complaint shall initiate a record in BVC system.

2) LTM 需要將投訴或控訴的細節及發現告知相關內部部門，在必要的情況下，技術經理必須與 BV 總公司或者內部相關授信部門協商，來充分的回應投訴或控訴。

2) LTM communicates the details of the complaint or appeal and findings to relevant internal parties where required Technical Manager shall liaise with Bureau Veritas Certification (Holding) or the relevant accredited Bureau Veritas Certification entity in order to reply adequately to the appeal or complaint.

3) LTM 必須做到以下幾點：

- 記錄所有相關檔，確保這些檔具有可追溯性；

- 在問題得到解決後檢查做出的決定的可行性，同時關閉此項案件。

3) LTM shall:

- record documents, ensure traceability of documents,

- check the feasibility of the decisions and closes the case when solved

4) 如果 BV 在投訴處理常式的最後都還未解決，此項投訴必須參考 FSC 的爭議解決程式。

投訴或控訴的提交，調查以及最終做出決定都必須保證不能有對當事人有任何歧視對待，而且全程必須保密。

4) Complaint shall be offered the opportunity to refer it to FSC's dispute resolution process if the issue has not been resolved at the end of the complaint procedure with Bureau Veritas Certification.

The submission, investigation and decision on appeals/complaints shall avoid any discriminatory actions against the party. This process must be managed as confidential.

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如果問題沒有通過必維認證自身的程式全面實施解決，或者投訴人不同意必維認證達成的結論和/或不滿意必維認證處理投訴的方法，投訴人有機會將其投訴轉交給 ASI。作為最終步驟，投訴可能會提交給 FSC。

The complainant has the opportunity to refer their complaint to ASI, if the issue has not been resolved through the full implementation of Bureau Veritas Certification's own procedures, or if the complainant disagrees with the conclusions reached by the Bureau Veritas Certification and/ or is dissatisfied by the way Bureau Veritas Certification handled the complaint. As the ultimate step, the complaint may be referred to FSC.

4. 控訴處理流程 APPEALS PROCESS

在收到控訴後，LTM 首先要判定他/她本人是否涉事其中。必須保證調查控訴的人，不能參與審核過程及最終做出相關決策。

Upon receipt of the appeal LTM shall determine if she or he was involved in the appealed decision – all appeals must be investigated by personnel different from those who carried out the audits and made the relevant certification decision.

如果 LTM 參與其中，必須委任一個合適的有資質的內部獨立的委員會負責執行，如果沒有合適的人選，LTM 本人可以參與調查。此調查委員會由 2 人組成，這 2 人不能是 2 個 HUBs 內部做出裁決的人和全球授信協調員。

If she or he was involved, then a suitable qualified internal independent panel shall be appointed, and if not she or he can carry out the investigation. The panel is composed of: 2 person independent from the appealed decision from 2 HUBS and the Global accreditation coordinator.

任何收到的控訴都必須及時通報給全球授信協調員，以協助告知上訴人控訴已經收到，而且會馬上通過審查控訴及相關檔（合同評審，審核報告，認證決定詳情）展開調查，之後會準備一份詳盡的報告。

Any appeal received must be communicated in a timely manner to the Global accreditation Coordinator to support the answer to the appellant that the appeal has been received and will be processed and to investigate the grounds of the appeal, by reviewing the appeal and associated files (contract review, audit reports, certification decision details) followed by preparing a report detailing the appeal.

根據以上原則，在收到控訴兩周之內，必須告知上訴人請求已收到，同時需要告知為解決此控訴一個整體的解決方式概覽。

The receipt of the appeal must be acknowledged, according to the above principles, including an outline of the proposed course of action to follow up on the appeal, within 2 weeks of receiving it.

全球授信協調員必須在 FSC Hub 經理及 LTM 的協助下，在收到控訴 3 個月內，監視處理結果，審查和詳細說明應對申訴人的擬採取的措施。

Global accreditation coordinator shall monitor the results, have investigated and specified all its proposed actions in response to appellant(s) within 3 months of receiving the appeal with the support of FSC Hub manager / LTM.

5. 投訴處理流程 COMPLAINTS PROCESS

在收到投訴後，LTM 首先要判定他/她本人是否涉事其中。必須保證調查投訴的人，不能參與審核過程及最終做出相關決策。如果 LTM 參與其中，必須委任一個合適的有資質的內部獨立的委員會負責執行，如果沒有合適的人選，LTM 本人可以參與調查。

Upon receipt of the complaint LTM shall determine if she/he was involved in the process in question – all complaints must be investigated by personnel different from those who carried out the audits and made the relevant certification decision. If s/he was involved, then a suitable qualified internal independent person(s) shall be appointed, and if not s/he can carry out the investigation.

根據以上原則，在收到控訴兩周之內，必須告知上訴人請求已收到，同時需要告知為解決此控訴一個整體的解決方式概覽。

The receipt of the complaint must be acknowledged, according to the above principles, including an outline of the proposed course of action to follow up on the complaint, within 2 weeks of receiving it.

LTM 在 FSC HUB 經理的的協助下必須在收到投訴 3 個月內，監視處理結果，告知投訴這處理的進展，審查投訴和詳細說明應對投訴人的擬採取的措施。

LTM shall monitor the results and keep the complainant(s) informed of progress in evaluating the complaint, and have investigated the allegations and specified all its proposed actions in response to the complaint within 3 months of receiving the complaint with the support of FSC HUB Manager.