

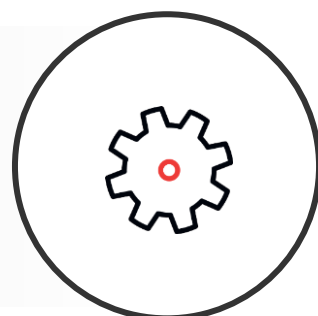


The first international
certification for wood chips.

GoodChips® Procedural Document

*Complaint and appeal procedures
in the GoodChips® scheme*

GOODCHIPS® PD 1002:2018



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Foreword

Bioenergy Europe is the voice of European bioenergy. It aims to develop a sustainable bioenergy market based on fair business conditions. Founded in 1990, Bioenergy Europe is a non-profit, Brussels-based international organisation bringing together more than 40 associations and 90 companies, as well as academia and research institutes from across Europe.

Bioenergy Europe is the governing body of the GoodChips® scheme and owner of the GoodChips® trademark. Bioenergy Europe develops requirements of the GoodChips® certification scheme and through the GoodChips® International Management it lists Certification and Testing bodies that are allowed to provide the GoodChips® certification, and licenses certified companies to use the GoodChips® logo.

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Introduction

The GoodChips® quality certification scheme provides harmonisation of wood chips and hog fuel production and trade. It is a third-party certification, where an impartial Certification Body ensures that the certified wood chips and hog fuel meet the GoodChips® quality requirements.

In order to maintain confidence in the GoodChips® certification, all the processes covered by the certification scheme are supported by complaint and appeal procedures. The complaints and appeals are not only regarded as a safeguard mechanism but as an opportunity to improve the scheme's services through implementation of corrective and preventive measures.

The term "shall" is used throughout this document to indicate mandatory requirements. The term "should" is used to indicate guidance/recommendation that, although not mandatory, is provided as a recognised mean of meeting the requirements. The term "may" is used to indicate permission.

1. Scope

1.1. This document details procedures for complaints and appeals relating to the GoodChips® scheme which concern decisions and/or activities of GoodChips® International Management¹, including:

- a) Development of the GoodChips® documentation;
- b) Interpretation of the GoodChips® requirements;
- c) Licensing of the GoodChips® trademark;
- d) Listing of GoodChips® Conformity Assessment Bodies;
- e) Activities of GoodChips® certified entities and conformity of their products with the GoodChips® requirements;
- f) Decisions and activities of GoodChips® Conformity Assessment Bodies and its conformity with the GoodChips® requirements.

2. Normative references

2.1. The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

- GoodChips® ST 1001, Requirements for GoodChips® certified entities;
- GoodChips® ST 1002, Requirements for bodies providing GoodChips® certification;
- GoodChips® ST 1003, Requirements for the use of the GoodChips® logo and name;

2.2. All the GoodChips® documentation is available at <https://goodchips.eu/resources/technical-documentation.html>.

3. Definitions

3.1. For the purposes of this document, the following definitions apply:

3.1.1. Appeal

Written request by any person or organisation (the “appellant”) for reconsideration of any decision² affecting the appellant made by GoodChips® International Management where the appellant considers that such decisions have been taken in breach of the GoodChips® requirements or procedures.

3.1.2. Accreditation Body

¹ Complaints and appeals relating to the decisions and activities of:

- a certified entity;
- an accredited Certification Body;
- an Accreditation Body

can also be submitted to and investigated by the relevant accredited Conformity Assessment Body (for the certified entity); the relevant Accreditation Body (for the Certification Body); the European Cooperation for Accreditation or by the International Accreditation Forum (for the Accreditation Body).

² Such decisions may include, for example:

- Rejection of application for the use of the GoodChips® logo;
- Refusal of application for the listing of Conformity Assessment Bodies;
- Certification Body’s certification decision.

Body providing third-party evaluation and demonstration ("accreditation") of Conformity Assessment Bodies against recognised standards to ensure their impartiality, objectivity and competence.

3.1.3. Complaint

Written expression of dissatisfaction (other than appeal) by any person or organisation which relates to the activities of GoodChips® International Management, GoodChips® certified entity and/or the GoodChips® Conformity Assessment Bodies.

3.1.4. Conformity Assessment Body

Body providing conformity assessment services. It demonstrate that specified requirements relating to a product, process, system, person or body are fulfilled. Conformity Assessment Bodies include Certification, Inspection and Testing Bodies.

3.1.5. GoodChips® International Management

Executive Body of the GoodChips® scheme. It is the sole GoodChips® licensor and the only body entitled to grant companies the right to use the GoodChips® logo and name on behalf of Bioenergy Europe.

4. General requirements

- 4.1. Complaints submitted to GoodChips® International Management shall be limited to concerns, or issues regarding GoodChips® International Management, GoodChips® certified entities and/or GoodChips® Conformity Assessment Bodies' compliance with the GoodChips® requirements and procedures.
- 4.2. In the event of a complaint being made about the activities of a GoodChips® certified entity and/or GoodChips® Conformity Assessment Body, GoodChips® International Management's role is an indirect one in that it shall ensure that the complaint has been satisfactorily dealt with by the respective GoodChips® Conformity Assessment Body and/or the respective Accreditation Body through their own complaints / appeals resolution procedures and through direct discussion with the complainant.
- 4.3. Complaints submitted regarding a specific Accreditation Body shall be referred to the concerned Accreditation Body, to the European co-operation for Accreditation (EA) and/or to the International Accreditation Forum (IAF) and their complaints/appeals resolution procedures.
- 4.4. Appeals³ submitted to GoodChips® International Management shall be limited to decisions made by the relevant bodies of Bioenergy Europe, except where the decisions are a result of a resolved appeal.
- 4.5. Complainant/appellant shall submit written information supporting the complaint/appeal which can be verified as accurate and correct through an independent source. Any complaint/appeal submitted to GoodChips® International Management shall be provided in English.
- 4.6. Regardless of the outcome of any complaint/appeal, the complainant/appellant and GoodChips® International Management will each meet their own costs.

³ The GoodChips® Conformity Assessment Bodies or accreditation bodies are responsible for resolving appeals relating to their own decisions.

5. Complaints and appeals acceptance

- 5.1. All complaints and appeals shall be addressed in writing to GoodChips® International Management.
- 5.2. GoodChips® International Management decides on formal acceptance of the complaint/appeal, provided that the complaint/appeal is in accordance with sections 3.1.1 and 3.1.2 and the information supporting the complaint/appeal can be authenticated as being in compliance with general requirements of chapter 4.
- 5.3. Whenever the complaint/appeal directly addresses GoodChips® International Management and its activities, its formal acceptance shall be decided by Bioenergy Europe's Board of Directors.
- 5.4. GoodChips® International Management shall without delay:
 - a) acknowledge to the complainant/appellant (in writing) the receipt and acceptance/rejection of the complaint/appeal, including its justification;
 - b) provide the complainant/appellant with details of the GoodChips® complaint and appeal procedures to ensure that they are clearly understood;
 - c) refer the complainant/appellant to other parties responsible for resolving the matter where the matter does not satisfy chapter 4.
- 5.5. Complaints and appeals resolution process
 - 5.5.1. GoodChips® International Management shall assign an *ad-hoc* Task Force Group (the TFG), comprising one or more persons (in-house or outsourced), to investigate the accepted complaint or appeal. The members of the TFG shall have no vested or conflict of interest in the complaint or appeal. Alternatively, in justified circumstances, the TFG may have balanced representation of concerned parties.
 - 5.5.2. Whenever the complaint/appeal directly addresses GoodChips® International Management and its activities, the TGF shall be assigned by Bioenergy Europe's Board of Directors.
 - 5.5.3. The TFG shall undertake a thorough investigation and seek a resolution. The TFG shall submit a detailed written report in a timely manner⁴ to GoodChips® International Management. The report shall include a statement indicating whether or not the complaint or appeal has been substantiated, and recommendations for resolving the complaint/appeal.
 - 5.5.4. GoodChips® International Management shall approve or disapprove the conclusions of the report, including its recommendations and relevant corrective and preventive actions.
 - 5.5.5. Whenever the complaint/appeal directly addresses GoodChips® International Management and its activities, Bioenergy Europe's Board of Directors shall approve or disapprove the conclusion of the report.
 - 5.5.6. The results of the complaint/appeal resolution shall become a part of the Certification Integrity Programme where it concerns the performance of a GoodChips® Conformity Assessment Body.

⁴ It is expected that complaints which do not require an on-site investigation should normally be investigated by the TFG within 1 month.

5.5.7. GoodChips® International Management shall, without delay, inform the complainant/appellant and other interested parties about the outcomes of the complaint/appeal resolution process, in writing.

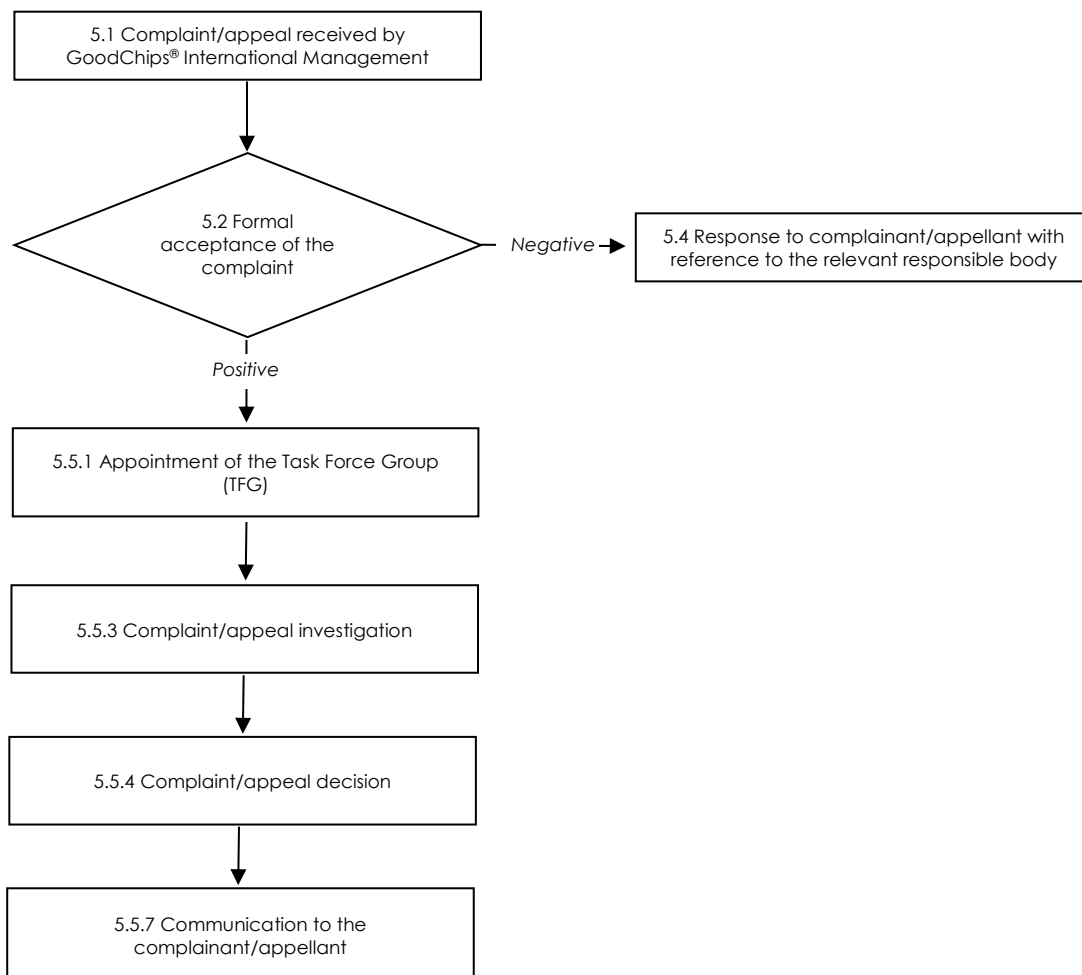
5.5.8. It is expected that any formally accepted complaint/appeal, not requiring an on-site investigation should normally be resolved within 6 months.

5.5.9. GoodChips® International Management shall keep records relating to the complaints/appeals, including:

- a) their reception;
- b) acceptance/rejection, investigation, resolution;
- c) communication to the complainant/appellant.

The diagram in figure I summarises the procedure.

Figure I
Complaint/appeal resolution process diagram





The first international
certification for wood chips.

GoodChips® is the first international certification scheme for wood chips
and hog fuel. From production to delivery, our label certifies quality
levels adapted to every consumer.

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