



BM TRADA Disputes and Appeals Policy

www.nqa.com/en-gb/BMTrada

SCOPE

This document is applicable to all 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 BM TRADA are fully investigated.

If you wish to dispute a decision made by BM TRADA, please go to Section A - 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 - 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 BM TRADA and agreed by the Appeal Committee Chairman.

All disputes and appeals shall be submitted in writing;

e: BMTComplaints@bmtrada.com

SECTION A – BM TRADA DISPUTES PROCESS

A letter shall be dispatched within 2 weeks to the person/organization, acknowledging receipt of the dispute. The Quality Manager or their representative shall distribute the dispute for investigation within the certification team..

(**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/organization making the dispute. **Note:** If a complaint/concern is not received in English then the ongoing communication language shall be agreed by BM TRADA and the person raising the dispute.

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

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

SECTION B – 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 Impartiality Board Chairman who shall decide whether 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 two weeks of the decision being made and within three months of receipt of the written Appeal.

SECTION C – FURTHER ACTION

If you are not satisfied with the action taken by 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
customerfeedback@ukas.com
www.ukas.com

FSC® Chain of Custody Schemes

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

FSC International

Adenauerallee 134
53113 Bonn, Germany
t: +49 (0) 228 367 66 0
f: +49 (0) 228 367 66-30
info@fsc.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
membership@rspo.org
www.rspo.org

PEFC UK

Cooper Buildings
Arundel Street
Sheffield
S1 2NS
t: +44 (0) 114 307 2334
www.pefc.co.uk

FSC Certification body licence number: A000503

PEFC Certification body licence number PEFC/16-44-2600

ABOUT BM TRADA

BM TRADA, specialises in providing a comprehensive range of independent certification, technical and training services.

We help organizations to demonstrate their business and product credentials and to improve performance and compliance.

We exist to help our customers to make certain that the management systems, chain of custody and supply chain certification schemes they operate are compliant and fit for purpose.

The logo for BM TRADA, featuring the lowercase letters 'bmtrada' in a blue, sans-serif font. The 'b' and 'm' are a lighter shade of blue, while 't', 'r', 'a', 'd', and 'a' are a darker shade.

For Further Enquires Please Contact:

E: BMTComplaints@bmtrada.com

W: www.nqa.com/en-gb/bmtrada