



# **BM TRADA Complaints and Stakeholder Concerns Policy**

[www.nqa.com/en-gb/BMTrada](http://www.nqa.com/en-gb/BMTrada)

## SCOPE

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This document is applicable to all BM TRADA Certification Schemes.

### ALL COMPLAINTS

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

All complaints and stakeholder concerns received by BM TRADA are acknowledged, investigated and actioned.

BM TRADA shall use best endeavors to keep the complainant/informant informed of progress in evaluating the complaint/concern and shall communicate to the complainant/informant giving formal notice of the end of the complaint/concern handling process. The final communication will include a summary of the investigation, conclusion and any actions taken as a result.

**Note 1:** If a complaint/concern is not received in English then the ongoing communication language shall be agreed by BM TRADA and the complainant.

**Note 2:** The CB shall retain the anonymity of the complainant in relation to the client, if this is requested by the complainant.

If you have a complaint/concern regarding the services, or activities of BM TRADA please go to:

#### Section A 'BM TRADA Services'.

If you have a complaint/concern related to the product or service of an organization that has been certified by BM TRADA, please go to:

#### Section B - Scheme Member Complaints/Concerns.

All complaints/concerns shall be submitted in writing to;

**e: [BMTComplaints@bmtrada.com](mailto:BMTComplaints@bmtrada.com)**

#### SECTION A – BM TRADA

### SERVICES COMPLAINT/CONCERN

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BM TRADA shall acknowledge receipt of the complaint/concern to the complainant/informant within 2 weeks of receiving the written complaint/concern, outlining the proposed course of action. The Quality Manager or their representative shall distribute the complaint/concern for investigation to an impartial member of the certification team. The investigator shall notify the complainant/informant of the status and outcome of the complaint/concern.

In normal circumstances, BM TRADA shall investigate the complaint/concern and specify proposed actions in response to the investigation within six months of receiving the complaint.

Where a complaint about BM TRADA services also involves a scheme member, the complaint/concern shall also be referred to the Scheme Member concerned. They shall be required to investigate the complaint/concern and they shall be requested to respond to the Quality Department of BM TRADA. At the scheme members next scheduled audit, BM TRADA shall verify the actions taken by the organization to resolve the complaint/concern and take appropriate corrective actions, as well as check the effectiveness of the certified scheme with regards to complaints/concerns. If deemed necessary BM TRADA may in some instances conduct a short notice Audit.

**Note 1:** For FSC® schemes, the above investigation and response timescale will be three months maximum.

**Note 2:** For RSPO schemes, the timescales in Note 1 above will apply.

**FSC Certification body licence number: A000503**

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

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## SECTION B – SCHEME MEMBER COMPLAINT/CONCERN

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Scheme member complaints/concerns shall be processed in the same timeframes as per section A above.

The complaint/concern shall also be referred to the Scheme Member concerned. They shall be required to investigate the complaint/concern and they shall be requested to respond to the Quality Department of BM TRADA.

At the scheme members next scheduled audit BM TRADA shall verify the actions taken by the organization to resolve the complaint/concern and take appropriate corrective actions as well as check the effectiveness of the certified scheme with regards to complaints/concerns. If deemed necessary BM TRADA may in some instances conduct a short notice Audit.

Due to the varying nature of services, products and activities performed by BM TRADA Scheme Members, it may not be possible to resolve the complaint/concern immediately, however where possible BM TRADA shall provide the complainant with progress reports during the investigation period.

**Note 1:** For FSC® schemes, the above investigation and response timescale will be three months maximum

**Note 2:** For RSPO schemes, the timescales in Note 1 above will apply.

**Note 3:** If a concern has arisen, including for FSC schemes, because, for example, a document may have been tampered with, steps will be taken to obtain objective evidence to confirm. BM TRADA will also contact other relevant parties, such as suppliers, to cross check information.

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## SECTION C – UNRESOLVED COMPLAINTS/CONCERNS

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Where a complainant/informant is not satisfied with the outcome of BM TRADA's complaints/concerns process, they are invited to escalate their complaint using the document titled Guidance on the BM TRADA disputes and appeals process. This is available from our website or on request from BM TRADA.

Should the complainant/informant in turn be dissatisfied with the outcome of the Appeals and Disputes process they are entitled to escalate the matter further and to contact the relevant Accreditation Body/Scheme Owner.

## ABOUT BM TRADA

BM TRADA specializes 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.

**For Further Enquires Please Contact:**

E: [BMComplaints@bmtrada.com](mailto:BMComplaints@bmtrada.com)

W: [www.nqa.com/en-gb/BMTrada](http://www.nqa.com/en-gb/BMTrada)