Public Summary of the Final Complaint Investigation Report

SSR about SGS South Africa @ Certificate Holder (CH) (SGS-FM/COC-000213)

ASI COMP201712390

Version: Final
Date: 10/09/2018

1. Introduction

This complaint was submitted by National Swedish Sámi Association (SSR) to ASI on 19 December 2017. It was accepted for further investigation on 15 January 2018 after an appraisal of the complaint. The investigation was closed on 18 June 2018.

This report summarises the investigation on the complaint raised by SSR (complainant) against SGSSA (CAB) for not having addressed a presumed non-conformity of the Certificate Holder (CH) (SGS-FM/COC-000213) with the Swedish FSC National Standard for Sweden (V2-1, 01.06.2010), clauses 3.1, 3.1.2 and 3.1.4.

2. Scope of investigation

- FSC-STD-20-006-V3-0 Stakeholder consultation for forest evaluations
- FSC-STD-20-007-V3-0 FM Evaluations
- FSC-STD-20-001-V4-0 General Requirements CAB
- Swedish FSC National Standard for Sweden (V2-1, 01.06.2010)

3. Methods

The method for the investigation was a desk-based complaint investigation as per ASI Complaints Procedure (ASI-PRO-20-104).

All complaint parties were interviewed by phone and invited to submit additional evidence during the investigation. Answers and submitted objective evidence were reviewed.

4. Investigation results

4.1 Conformity of the certificate holder with clauses 3.1.2 and 3.1.4 of the Swedish FSC National Standard

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ASI concluded that the CH was non-conformant with clause 3.1.4 of the National FSC standard. The non-conformity was raised by the CAB to the CH.

4.2 Conformity of SGSSA with accreditation requirements – complaints handling -

ASI concluded that the CAB has not kept the complainant informed about the outcome of the complaint.

5. Conclusions

Following the recommendation of the final investigation report.

5.1 ASI confirmed and raised the following finding to the CAB on the identified non-conformance.

Normative Reference: FSC-STD-20-001-V4-0:1.9.9 d) and e)

Subject/Topic: Complaints handling and timelines

Requirement: 1.9.9 The certification body has the duty of seeking a timely resolution of complaints and appeals, in particular to:

d) investigate the allegations and specify all its proposed actions in conclusion to the complaint or appeal within three (3) months of receiving the complaint or appeal;
e) notify the complainant when the complaint is considered to be closed, meaning that the certification body has gathered and verified all necessary information, investigated the allegations, taken a decision on the complaint and responded to the complainant.

Description of the non-conformity: The complainant was not informed by the CAB that the case was addressed through a corrective action request to the certificate holder. Furthermore, SGS has informed the complainant on its final decision although the actions related to the complaint were still ongoing.

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