

PEFC LV 07:2022

Procedure for resolving complaints and appeals



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The original version of the document is in Latvian. When there is doubt in regard to language interpretation, the English version is the reference.

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Association “PEFC Latvijas Padome” (hereafter – PEFC Latvia) is interested in resolving conflicts timely through constructive dialogue with the parties concerned in the dispute.

PEFC Latvia registers and assesses all written complaints and appeals submitted.

PEFC Latvia will consider complaints and appeals related to the scope of PEFC Latvia, PEFC Latvia documentation (including Latvian National PEFC Forest Management Standard), the documentation setting and maintenance, and other issues related to the national PEFC scheme. Complaints and appeals related to other parties involved in PEFC certification, including accreditation bodies, certification bodies, certified companies, will be forwarded for consideration according to their affiliation. PEFC Latvia will inform the complainer/appealer about resolution process of the complaint or appeal and will formally notify the complainer/appealer of the decision taken.

PEFC Latvia considers any significant complaints or appeals that are submitted related to the standard development process (ref. PEFC LV 05:2020 clause 5.3).

To submit your comments, suggestions, complaints or appeals to the Association “PEFC Latvijas Padome” please use following methods of communication:

- E-mail: info@pefc.lv, or
- Address: Melioratoru iela 1, Koknese, Aizkraukles nov., LV - 5113.

PEFC Latvia contact information can be found on the website www.pefc.lv.