

<Appendix 1> Complaint and appeal handling procedure of FSC Forest Certification

1. Introduction

This procedure specifies the complaint and appeal handling procedure of FSC Forest Certification Audit and Registration System provided by JIA-QA Center EPA Group.

2. Definitions

2.1 Appeal

A request by applicants or registered companies of FSC forest certification Audit and Registration system for reconsideration of any decision made by the EPA Group related to the client's audit or certification.

2.2 Complaint

An expression of dissatisfaction, other than appeal, made by any person or organization to EPA Group related to the activities of EPA Group, where a response is expected.

3. Handling Procedure

- a) You can lodge a complaint or appeal by filling in our complaint and appeal form set out in Appendix 2. All appeals must be made in writing, within 30 days of the date when the cause of appeal has arisen. All complaints must be made preferably in writing. An additional evidence or supporting information of complaints should be attached. The language used should be Japanese. English may be used, when necessary.
- b) Receipt of complaint or appeal will be acknowledged as soon as possible.
- c) EPA Group will conduct a preliminary investigation of the complaint and appeal. Complaints will not be entertained if EPA Group finds that the substance of the complaint is not clearly understood or that all information and supporting documents and records to authenticate the allegations are not properly not available. The complaints related to the clients certified by the EPA Group will be forwarded to the clients.
- d) When it is decided to deal with a complaint and appeal through our complaint handling procedure, EPA Group will inform it to the complainant and appellant within two weeks after the receipt of the allegations.

- e) When it is decided not to treat a complaint and appeal through our complaint handling procedure, the decision with a reason will be advised. You have the option of raising your complaint or appeal again.
- f) After the receipt of complaint and appeal, the EPA Group will immediately proceed with the investigation on the cause of the complaints and appeals, and decide on the actions taken.
- g) The decision made by the EPA Group will be informed within three months after the receipt of the allegations.
- h) In the case where the proposed resolution is not satisfactory, or you do not agree with the conclusions reached by the EPA Group, you have the option to refer your complaints to Assurance Services International (ASI), an accreditation body of FSC certification body). The complaints to ASI may be made in writing in English. Please contact the EPA Group and the ASI contact information will be provided.
- i) In the case where the proposed resolution is not satisfactory, or you do not agree with the conclusions reached by Assurance Services International (ASI), you have the ultimate option to refer your complaints to FSC. The complaints to FSC may be made in writing in English or Spanish. Please contact the EPA Group and the FSC contact information will be provided.