**FSC complaint submission form**

**Information of the individual(s) or organisation(s) that file the complaint:**

|  |  |
| --- | --- |
| Name of individual or organisation |  |
| Contact person (for  organisations) |  |
| Postal address:   * Street + number * City * Area code * Country |  |
| Phone number |  |
| Fax number |  |
| Email address |  |
| Website |  |
| FSC member (if yes:  international/ national, chamber,  North/South) |  |
| Date of submission |  |
| Signature of legal  representative of the  Complainant |  |

**Information about the Organisation(s) against whom the complaint is submitted:**

|  |  |
| --- | --- |
| Name |  |
| Contact person |  |
| Postal address:   * Street + number * City * Area code * Country |  |
| Phone number |  |
| Fax number |  |
| Email address |  |
| Website |  |
| Certificate number (s) |  |

**Information to be submitted about the complaint:**

|  |  |
| --- | --- |
| Subject of the complaint |  |
| Type of dispute | * Dispute against Certificate Holder (CH) * Dispute against Certification Body (CB) * Dispute against Network Partner(NP) * Dispute against ASI * Dispute against FSC |
| Specification of the issues and events that lead to the complaint. |  |
| Specific requirements not complied with |  |
| Evidence to support each element or aspect of the  complaint. Please provide an overview, a description and attach supporting  documents. |  |
| Overview of the steps that were taken to resolve the issues prior to lodging this  complaint and the  response that was  provided.  (Please mention any steps taken, such as persons contacted, responses received, etc. For complaints  against CHs please provide evidence that you have directed your complaint to  the relevant CB.) |  |
| Agreement to share the complaint with the  Defendant and other  Parties to the Complaint. |  |
| Agreement to adhere to the terms and provisions of the procedure Processing Complaints in the FSC Certification  Scheme (FSC-PRO-01-008) |  |
| Expected outcome |  |
| Additional information  (optional)  Please attach any  additional documentation (optional) |  |