



## **ISCC 253 Complaints, Appeals and Arbitration**

# **Complaints, Appeals and Arbitration**

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**Content**

- 1 Introduction.....4
- 2 Scope .....4
- 3 Normative references .....4
- 4 Complaints, appeals and arbitration.....5
  - 4.1 General provisions .....5
    - 4.1.1 Different levels of procedures .....5
    - 4.1.2 Differentiation of complaints and appeals .....5
      - 4.1.2.1 Complaints .....5
      - 4.1.2.2 Appeal.....5
  - 4.2 Attendance of complaints and appeals .....5
    - 4.2.1 Requirements in form and content.....5
    - 4.2.2 Acceptance .....6
    - 4.2.3 Arbitration.....6
      - 4.2.3.1 Implementation of an Arbitration Board .....6
      - 4.2.3.2 Arbitration process .....6

## 1 Introduction

The consideration of complaints and appeals in a certification system is an essential part of continuous improvement and user friendliness of the system. Clear, definite and transparent rules to deal with such submissions are condition to unprejudiced and prompt handling and resolution.

## 2 Scope

The process demonstrated in this document applies to the entire ISCC system, including the contact to external stakeholders.

## 3 Normative references

- 101 ISCC Statutes
- 102 National and Regional Initiatives
- 103 Quality Management
- 201 System Basics
- 202 Sustainability Requirements – Requirements for the Production of Biomass
- 203 Requirements for Traceability
- 204 Mass Balance Calculation Methodology
- 205 GHG Calculation Methodology and GHG Audit
- 206 Regulations to issue Proofs of Compliance with Sustainability Requirements
- 207 Risk Management
- 208 Requirements for the Logo use
- 251 Requirements for Certification Bodies
- 252 Regulations to carry out Audits
- 254 Cooperation with other certification systems
- 300 Country-specific advice and guidelines  
Procedures

## **4 Complaints, appeals and arbitration**

### **4.1 General provisions**

#### **4.1.1 Different levels of procedures**

Conflicts can occur on different levels, respectively between several stakeholders/individuals in association with the procedures of ISCC. Resolution for conflicts shall generally be made near to the source and with participation of the parties involved:

- Conflicts that arise within national and regional initiatives shall be resolved by arbitration on the according level.
- Conflicts resulting from the relation between the certification body and the participants of the system (e.g. appeal against refusal of certification) shall be resolved by the arbitration board of the relevant certification body.
- Conflicts resulting from decisions and procedures of ISCC e. V., respectively the Board or the management, and the interpretation of the international valid standards, shall be resolved by the present procedure.
- Conflicts that actually concern national or regional matters which can not be resolved on national or regional levels shall be resolved by the present procedure.

#### **4.1.2 Differentiation of complaints and appeals**

##### **4.1.2.1 Complaints**

Conflicts are about an expression of dissatisfaction by any person or organisation that relates to the activities of ISCC.

##### **4.1.2.2 Appeal**

An appeal is a request for reconsideration of any decision made by the Board or management of ISCC.

## **4.2 Attendance of complaints and appeals**

### **4.2.1 Requirements in form and content**

Complaints and appeals shall meet the following demands with respect to form and content:

- (1) Addressee of the complaint or appeal is the management of ISCC.
- (2) Complaints and appeals shall be submitted in written form.
- (3) The complaint or appeal submitted shall be accompanied by documents defining the situation in a way that any impartial person gets a clear idea of the situation.
- (4) Complaints submitted regarding issues caused by a National or Regional Technical Working Group, the complainant shall provide additional documentation that the complaint has already been submitted to the National or Regional Technical Working Group without achieving a satisfactory result.

## 4.2.2 Acceptance

The management decides on compliance with the requirements in 4.2.1.

The complainant shall be immediately informed about the receipt and the further proceeding.

## 4.2.3 Arbitration

### 4.2.3.1 Implementation of an Arbitration Board

The Arbitration Board is responsible for the management of the procedure. The Arbitration Board is implemented by the Board and is formed by three persons. The members of the Arbitration Board shall have no vested, or conflict of, interest in the appeal and shall not be involved in the appealed decision. They are implemented by the Board on recommendation of the ISCC Office. The different parties within the Arbitration Board shall be considered each with one person.

The presidency shall be elected again for each submitted complaint, and chosen amongst the individuals generating the arbitration board.

The convening of the Arbitration Board is made within two months after receipt of the complaint or appeal, either within a regular meeting of the Board or in written form.

### 4.2.3.2 Arbitration process

The arbitration boards shall hear the parties involved before making a decision. The results of the hearing are documented. In critical cases, the arbitration board can consult an independent expert.

In case the involved parties doubt the neutrality or qualification of the expert, the doubts shall be submitted to the Arbitration Board before the final decision of the process. The expert can be replaced by another person upon decision of the Arbitration Board.

The decision of the Arbitration Board shall be made within 6 months after receipt of the complaint. The decision of the Arbitration Board needs simple majority.

Minutes of the meetings shall be made by the Arbitration Board.

The decision of the arbitration is documented in a report that shall be submitted to the Board. The report shall include recommendations concerning the further proceeding of the complaint or appeal.

Based on the report of the Arbitration Board, the Board decides on acceptance of the complaint or appeal.

The Office submits the results of the arbitration to the involved parties.

The decision of the Arbitration Board is binding and completes the arbitration process of ISCC. Certificates stay valid until the decision of the arbitration board is made.