

程序文件	上海砺鼎认证有限公司			
	编号	版本	标 题	编制部门
	LC-2-09	A/4	申诉投诉管理程序	技术部

申诉投诉管理程序

Appeal & Complaint Management Procedures



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修订记录

修订说明 Amendment note	修订页数 Revision page	修订日期 Date of revision	批准 Approve
增加更新食品安全、危害分析与关键控制点和服务认证管理体系相关内容。 Added and updated food safety, hazard analysis & critical control points and service certification management system related content.		2022.3.20	孙丽
增加 ASC 养殖场、ASC 饲料、MSC/ASC 监管链相关要求。 Added the requirements of ASC Farm/ASC Feed/MSC/ASC COC.		2023. 05.15	孙丽
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申诉投诉管理程序

Appeal & Complaint Management Procedure

1 目的

1 Objective

为保证上海砺鼎认证有限公司（以下简称：LC）开展管理体系认证工作的公正性，维护认证委托方和获证客户及其它相关方的合法权益，使申诉、投诉和争议得到及时、准确、公正地解决，特制定本程序。上海砺鼎认证有限公司允许受害方有机会向上海砺鼎合同(例如雇员)范围内的实体(个人、团体或委员会)或组织控制(例如委员会)提出投诉或上诉。

This procedure is formulated in order to ensure the fairness of the management system certification conducted by Shanghai Leading Certification Co., LTD. (hereinafter referred to as LC), safeguard the legitimate rights of customers and other relevant parties, and ensure that appeals, complaints and disputes can be timely, accurately and fairly resolved. LC allow the aggrieved party the opportunity to present the complaint or appeal to an entity (person(s), group or committee) which must be within the LC's contractual (e.g. employee) or organizational control (e.g. committee).

2 范围

2 Range

2.1 本程序适用于申请 LC 认证过程中和已获得 LC 认证的获证客户及其他各方对 LC 的申诉、投诉和争议。

2.1 This procedure applies to appeals, complaints and disputes arising from the customers who are applying for LC certification or who has got LC certificate, and other parties.

2.2 下列情况不属于受理范围：

2.2 The following cases shall not be accepted:

2.2.1 已进入司法程序的申诉、投诉、争议。

2.2.1 Appeals, complaints and disputes that have entered judicial procedures.

2.2.2 申请人和获证客户因民事、经济纠纷引发的申诉、投诉、争议。

2.2.2 Appeals, complaints and disputes arising from civil and economic disputes between the applicant and the certified customer.

2.2.3 超出 LC 业务范围的申诉、投诉、争议。

2.2.3 Appeals, complaints and disputes beyond LC's scope of business.

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2.2.4 争议双方达成调解协议并已执行，并且没有新情况、新理由的申诉、投诉、争议。

2.2.4 Both parties to the dispute have reached and executed the mediation agreement, and there is no appeal, complaint or dispute with new circumstances or new reasons.

2.2.5 不符合国家法律、法规的申诉、投诉、争议。

2.2.5 Complaints, complaints and disputes that do not comply with national laws and regulations.

2.2.6 证据无任何实质线索的申诉、投诉、争议。

2.2.6 Complaints, complaints and disputes without any substantive evidence.

2.2.7 经过有关部门处理过的申诉、投诉、争议。

2.2.7 Appeals, complaints and disputes handled by relevant departments.

2.2.8 属于纪检部门、监察机关管辖范围的申诉、投诉、争议。

2.2.8 Appeals, complaints and disputes belongs to the jurisdiction of discipline inspection departments and supervisory organs.

3 职责

3 Responsibilities

3.1 LC 总经理是重大申诉、投诉、争议处理结果的批准人,LC 管理者代表是一般申诉、投诉、争议处理结果的批准人；

3.1 The general manager of LC shall be the approver of major complaints, complaints and dispute handling results, and the management representative of LC shall be the approver of general complaints, complaints and dispute handling results;

3.2 综合部是申诉、投诉和争议处理的管理部门；负责接受来自各界的申诉、投诉和争议，并对 LC 各部门的申诉、投诉和争议处理工作进行协调、指导和监督管理；负责组织调查，拟订处理建议，报 LC 总经理审批；

3.2 The Admin. Department is the management department of appeals, complaints and dispute handling; Responsible for receiving appeals, complaints and disputes from all parts, and coordinating, guiding, supervising and managing LC departments to the appeals, complaints and dispute handling of; Responsible for organizing investigation, drafting suggestions and submitting to LC general manager for approval;

3.3 LC 各部门负责配合调查申诉、投诉和争议，并将处理情况上报综合部。

3.3 Each department of LC shall be responsible for cooperating with the investigation of appeals, complaints and disputes, and report the handling situation to the Admin.

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Department.

3.4 维护公正性委员会应接受向其提出的对 LC 的关于机构公正性方面的申诉、投诉和争议，并进行处理，LC 各相关职能部门积极配合调查与处理，LC 维护公正性委员会对申诉/投诉进行处理。

3.4 The Impartiality committee shall accept and handle the complaints, complaints and disputes about the impartiality of LC. Relevant functional departments of LC shall actively cooperate with the investigation and handling, and the Impartiality committee of LC shall handle the appeal/complaint.

4 定义

4 Definition

4.1 申诉

4.1 Appeal

申诉是指委托人或获证客户（即申诉人）对 LC 做出的不利于其的认证决定(包括认证过程中做出的决定)所提出的请 LC 重新考虑的书面请求。

An appeal means a written request by the customer (i.e., the complainant) for reconsideration of the adverse certification decision (including the decision made during the certification process) made by LC.

注：不利决定包括：拒绝接受认证申请，拒绝继续进行审核，要求采取纠正措施，变更认证范围，不予保持、暂停或撤销的认证决定，阻碍获得认证的任何其他措施等。

Note: Adverse decisions include: refusal to accept an application for certification, refusal to proceed the audit, request for taking corrective action, change in the scope of certification, refusal to maintain, suspend or renew a certification decision, and any other action that impedes certification.

4.2 投诉

4.2 Complaint

投诉是指任何组织或个人（即投诉人）向 LC 表达的，有别于申诉并希望得到答复的，对 LC 的认证活动或对已获证客户的活动提出不满的正式书面表示。

A complaint means a formal written expression of dissatisfaction with LC's certification activities or with the activities of a certified customer expressed to LC by any organization or individual (i.e., the complainant), as difference from a appeal and seeking a response.

4.3 争议

4.3 Disputes

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争议是指认证委托人或获证客户（即争议人）对 LC 的认证程序和认证技术问题持有不同意见的书面表述。

A dispute means the customer (i.e., the disputer) presents the different opinions on the certification procedures and technical issues of LC by document.

5 程序

5 Procedure

5.1 原则

5.1 Principles

5.1.1 为体现公正性，申诉、投诉和争议涉及的相关人员及原认证决定相关人员不应参与处理过程。

5.1.1 In order to reflect fairness, the relevant personnel involved in complaints, complaints and disputes and those persons involved in the original certification decision shall not participate in the processing process.

5.1.2 处理申诉、投诉、争议的工作人员对所涉及到的有关非公开信息负有保密责任。

5.1.2 The staff handling complaints, complaints and disputes shall be responsible for the confidentiality of the relevant non-public information involved.

5.1.3 工作人员处理申诉、投诉和争议须以事实为依据，保持客观公正，不应有针对申、投诉提出人的任何歧视行为。

5.1.3 In handling complaints, complaints and disputes, the staff shall be based on facts, objective and fair, and there shall be no discrimination for the person of the appeal or complaint.

5.2 申诉

5.2 Appeal

5.2.1 申诉人在接到 LC 的不受理申请通知或认证决定通知书后 10 个工作日内向 LC 提出申诉，申诉方需提供清楚的申诉、投诉和争议内容描述，以及相关的证据支撑，并且申诉者需提供姓名和相关联系方式，并以书面形式提交综合部。

5.2.1 The complainant shall send the appeal to LC within 10 working days after receiving LC's notice of rejection of the application or notice of certification decision. The appellant shall provide a clear description of the contents of the complaint, complaint and dispute, as well as relevant evidence support, and the complainant shall provide the name and relevant contact information, and submit to the Admin. Department in written form.

5.2.2 综合部收到申诉文件后，立即向 LC 总经理报告，LC 总经理授权组成申诉

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处理小组。

5.2.2 Upon receipt of the complaint document, the Admin. Department shall immediately report to LC General Manager, who shall authorize the formation of a complaint handling team.

5.2.3 申诉处理小组应及时确认是否接受申诉(如是否与 LC 负责的认证活动有关)，并告知申诉人申诉受理意见。

5.2.3 The appeal handling group shall timely confirm whether to accept the appeal (such as whether it is related to the certification activities that LC is responsible for) and inform the complainant of the opinion on the acceptance of the appeal.

5.2.4 申诉处理小组根据申诉内容进行研究或调查，处理小组有权采取各种措施取证，在基于调查取证基础上拟订调查结果意见。

5.2.4 The appeal handling group shall conduct research or investigation according to the contents of the complaint, and shall have the right to take various measures to collect evidence and formulate findings and opinions based on the investigation and collection of evidence.

5.2.5 申诉处理小组应向申诉人提供申诉处理进展报告（口头或书面的方式）。

5.2.5 The appeal handling group shall provide progress report (orally or in writing) to complainer.

5.2.6 综合部对申诉处理决定人员进行审查，确保与申诉事项无关，并报经 LC 总经理批准。综合部负责将申诉处理决定人员的情况告知申诉人。

5.2.6 The Admin. Department shall check the background of the decision makers of appeal handling, make sure that they have nothing to do with the appeal, and report to LC General Manager for approval. The Admin. Department is responsible for informing the appeal about the status of the decision maker.

5.2.7 申诉处理决定人员应根据申诉处理小组的调查结果意见，并参考以往类似申诉处理结果，形成申诉处理决定并报 LC 总经理批准，综合部及时向申诉人提供书面的申诉处理决定。

5.2.7 The appeal handling decision personnel shall make the appeal handling decision and submit it to LC general manager for approval according to the findings and opinions of the appeal handling group and the previous similar appeals handling results. The Admin. Department shall timely provide the written appeal handling decision to the appeal.

5.2.8 申诉应在受理后 60 个工作日内处理完毕。

5.2.8 The appeal shall be finished within 60 working days after acceptance day.

5.2.9 如申诉人对处理结果不满，可在接到申诉处理结果的 10 个工作日内向 LC

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维护公正性委员会或综合部部门再次提出申诉。

5.2.9 If the appellant is dissatisfied with the settlement result, he/she may submit another appeal to LC Impartiality Committee or Admin. Department within 10 working days after receiving the settlement result.

5.2.10 上海砺鼎认证有限公司将以申诉人所在国语言回复所有的申诉。

5.2.10 LC will respond to the all appeal with the local language of the country of appellant.

5.3 投诉

5.3 Complaint

5.3.1 投诉应以书面形式提交综合部。投诉方需提供清楚的申诉、投诉和争议内容描述，以及相关的证据支撑，并且申诉者需提供姓名和相关联系方式。上海砺鼎应将未被证实为投诉的匿名投诉和不满表达视为利益相关者的评论，并在下次审核中解决这些问题。

5.3.1 The complaints shall be submitted to the Admin. Department in writing. The complainant shall provide a clear description of the contents of the complaint, complaint and dispute, as well as relevant evidence support, and the complainant shall provide the name and relevant contact information. LC shall treat anonymous complaints and expressions of dissatisfaction that are not substantiated as complaints as stakeholder comments and address these during the next audit.

5.3.2 对于署名投诉，综合部将充分了解投诉事件所涉及的全部信息（包括 LC 管理体系中存在的倾向性因素），确认投诉是否属于投诉受理范围（如是否与 LC 负责的认证活动有关），若有关才予以受理。如果投诉与获证客户有关，综合部在调查投诉时应考虑获证客户管理体系的有效性。

5.3.2 For signed complaints, the Admin. Department will fully understand all the information involved in the complaint event (including the bias factors existing in LC management system), confirm whether the complaint belongs to the scope of complaint acceptance (such as whether it is related to the certification activities that LC is responsible for), and accept the complaint only if it is related. If the complaint relates to a certified customer, the Admin. Department shall consider the effectiveness of the certified customer's management system when investigating the complaint.

5.3.3 综合部要及时收集在核实情况中所需的一切信息（各类证据），必要时进行现场调查取证。

5.3.3 The Admin. Department shall timely collect all the information (all kinds of evidence) required for the verification of the situation, and conduct on-site investigation and evidence collection when necessary.

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5.3.4 各部门接到的投诉，要及时向综合部报告投诉基本情况。投诉处理期间，综合部负责跟踪投诉调查进展和处理意见，各部门按照 5.2.3、5.2.4 条款的要求执行，并将投诉处理决定报综合部。上海砺鼎有责任及时解决投诉和申诉，特别是：

- a) 确认收到投诉或上诉;
- b) 在收到投诉或上诉后的两（2）周内提供初步答复，包括上海砺鼎就投诉或申诉采取后续行动的拟议行动纲要;
- c) 向投诉人/申诉人通报评估投诉/申诉的进展情况;
- d) 调查指控，并在收到投诉或申诉后三（3）个月内明确其对投诉或申诉的所有建议行动;
- e) 当投诉被认为关闭时通知投诉人，这意味着上海砺鼎已收集并核实所有必要信息，调查指控，对投诉作出决定并回复投诉人。

5.3.4 All departments shall timely report the basic information of complaints received to the Admin. Department. During the process of complaint handling, the Admin. Department shall be responsible for tracking the progress of complaint investigation and handling opinions. All departments shall follow the requirements of Clause 5.2.3 and 5.2.4 and report the decision of complaint handling to the Admin. Department. LC has the duty of seeking a timely resolution of complaints and appeals, in particular to:

- a) acknowledge receipt of a complaint or appeal;
- b) provide an initial response, including an outline of the LC's proposed course of action to follow up on the complaint or appeal, within two (2) weeks of receiving a complaint or appeal;
- c) keep the complainant(s)/ appellant(s) informed of progress in evaluating the complaint/ appeal;
- 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 LC has gathered and verified all necessary information, investigated the allegations, taken a decision on the complaint and responded to the complainant.

5.3.5 解决投诉或申诉的决定应由未参与投诉或申诉评估的人员进行，或由其审查和批准。投诉人对投诉决定不服的，有权在接到处理决定的 10 个工作日内向维护公正性委员会提出投诉，LC 应积极配合维护公正性委员会进行调查处理。

5.3.5 The decision resolving the complaint or appeal shall be made by, or reviewed and approved by, person(s) not involved in the evaluation related to the complaint or appeal. If the complainant is not satisfied with the decision of the complaint, the complainer shall have the right to send a complaint with the Impartiality Committee

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within 10 working days after receiving the decision, and LC shall actively cooperate with the Impartiality Committee in investigation and handling.

5.3.5 针对获证客户的投诉，综合部或各部门按照受理责任，将调查核实投诉的必要信息（除负有保密责任的信息之外）告知该获证客户，要求其书面说明相关的情况、以及分析原因、采取必要纠正措施、实施改进的情况。如果投诉人要求，上海砺鼎应保留投诉人对客户的匿名性。

5.3.5 Regarding the complaint of a certified customer, the Admin. Department or each department shall, in accordance with the acceptance responsibility, inform the certified customer of the necessary information for investigation and verification of the complaint (except the information with confidentiality responsibility), and require the certified customer to explain the relevant situation in writing, analyze the reasons, take necessary corrective measures and implement improvement. LC shall retain the anonymity of the complainant in relation to the client, if this is requested by the complainant.

5.3.6 综合部或各部门形成投诉处理决定并得到批准后，应正式向投诉人提供书面的处理决定。征求投诉人的意见，共同决定是否将投诉事项公开以及公开的方式和程度。

5.3.6 After the Admin. Department or each department forms the complaint process decision and after they get the approve, they shall formally provide the written handling decision to the complainant. Seek the opinions of the complainants and jointly decide whether to make the complaints public and how to open.

5.3.7 投诉应在受理后 60 个工作日内处理完毕。

5.3.7 Complaints shall be finished within 60 working days after acceptance.

5.3.8 如投诉人对处理结果不满，可在接到投诉处理结果的 10 个工作日内向 LC 维护公正性委员会或综合部再次提出申诉或投诉。

5.3.8 If the complainant is dissatisfied with the result of handling the complaint, he/she may lodge another complaint or complaint to LC Impartiality Maintenance Committee or Admin. Department within 10 working days after receiving the result of handling the complaint.

5.3.9 上海砺鼎认证有限公司将以投诉人所在国语言回复所有的投诉。

5.3.9 LC will respond to the all complaint with the local language of the country of complainant.

5.3.10 上海砺鼎认证有限公司应登记所有的投诉，包括 ISO 9001,ISO14001, ISO45001, FSC, MSC, ASC 等。上海砺鼎应记录和跟踪投诉和申诉，以及为解决这些问题而采取的行动。针对 FSC 投诉，如果问题尚未通过上海砺鼎自己的程序的全面实施，或者如果投诉人不同意上海砺鼎达成的结论，则投诉人应有机会将投诉转交 ASI。或者对上海砺鼎处理投诉的方式不满意。作为最终步骤，投诉可以提交给 FSC。

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5.3.10 LC shall register all complaints, including ISO 9001, ISO14001, ISO45001, FSC, MSC, ASC, etc. LC shall record and track complaints and appeals, as well as actions undertaken to resolve them. A complainant shall be offered the opportunity to refer their complaint to ASI, if the issue has not been resolved through the full implementation of the LC's own procedures, or if the complainant disagrees with the conclusions reached by the LC and/ or is dissatisfied by the way the LC handled the complaint. As the ultimate step, the complaint may be referred to FSC.

5.4 争议

5.4 Disputes

5.4.1 在认证过程中的提出的争议，一般由审核组长与受审核方按照标准、手册、程序及认证方案等规定协商处理。经协商仍不能取得一致意见的，审核组长可做出相关结论，但需要将争议情况连同审核材料一并提交 LC 审核管理部。受审核方也可在争议发生后的 10 个工作日内直接向综合部提出书面争议。其它争议应在争议所涉及事件发生后的 10 个工作日内以书面形式提交综合部处理。

5.4.1 Disputes raised during the certification process shall generally be handled by the audit team leader and the auditee through negotiation in accordance with standards, manuals, procedures and certification schemes. If no agreement can be reached through negotiation, the audit team leader can make relevant conclusions, but the dispute situation shall be submitted to LC Audit Management Department together with the audit materials. The auditee may also directly submit a written dispute to the Admin. Department within 10 working days after the dispute occurs. Any other dispute shall be submitted to the Admin. Department in written form within 10 working days after the occurrence of the event involved in the dispute.

5.4.2 综合部收到争议后要及时调查、研究，并将研究结果在收到争议后的 30 个工作日内通知争议提出人。

5.4.2 Upon receipt of a dispute, the Admin. Department shall promptly investigate and study the dispute, and notify the disputer of the research results within 30 working days after receipt of the dispute.

5.4.3 各部门收到的争议，按照 5.4.2 条款的规定进行处理，应及时报告综合部。

5.4.3 Disputes received by each department shall be handled in accordance with clause 5.4.2 and shall be reported to the Admin. Department in a timely manner.

5.4.4 如提出人不满意 LC 处理结果，也可直接向 LC 维护公正性委员会提出申诉、投诉。

5.4.4 If the disputer is not satisfied with the result of LC processing, he/she may directly appeal or complain to LC Impartiality Committee.

5.5 其他说明

程序文件	上海砺鼎认证有限公司			
	编号	版本	标 题	编制部门
	LC-2-09	A/4	申诉投诉管理程序	技术部

5.5 Other Notes

5.5.1 接到申诉、投诉与争议后，综合部/各部门将分析确认是否成立，3个工作日内通知提出人是否受理或说明不受理的原因。

5.5.1 Upon receipt of complaints, complaints and disputes, the Admin. Department/each department will analyze and confirm whether they are valid, and inform the proposer whether they accept or not within 3 working days or explain the reasons for their rejection.

5.5.2 LC 对申诉、投诉和争议的处理程序经过 LC 领导及维护公正性委员会审批通过后，将通过公开文件、公开网站用中英文方式向所有人员公开。

5.5.2 After LC's procedures for handling complaints, complaints and disputes are approved by LC's leadership and Impartiality Committee, they will be published through open documents, open websites with Chinese and English.

5.5.3 LC 对所有申诉、投诉及争议应采取与已表明错误、疏忽或不合理行为严重程度适当的纠正措施，执行《认证过程监控和纠正措施管理程序》。

5.5.3 LC shall take corrective actions for all appeals, complaints and disputes that are appropriate to the severity of the errors, omissions or unreasonable acts indicated, and implement the <Certification Process Monitoring and Corrective Action Management Procedures>.

5.5.4 综合部每年应将处理的申诉、投诉与争议情况汇总分析后提交 LC 管理评审，并每年报维护公正性委员会审阅。

5.5.4 The Admin. Department shall summarize and analyze the appeals, complaints and disputes handled annually and submit them to LC management review, and submit them to the Impartiality Committee for review annually.

5.5.5 申诉、投诉、争议处理完毕后，综合部应及时将相关资料归档保存。

5.5.5 After handling appeals, complaints and disputes, the Admin. Department shall timely file and save relevant materials.

5.5.6 申诉、投诉处理过程中如有费用发生，由败诉方承担。

5.5.6 Any expenses incurred in the process of complaint and complaint handling shall be borne by the losing party.

5.5.7 LC 受理申诉、投诉、争议的联系方式：

5.5.7 Contact information for LC to accept appeals, complaints and disputes:

电话：021-58109668

Tel: 021-58109668

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	编号	版本	标 题	编制部门
	LC-2-09	A/4	申诉投诉管理程序	技术部

传真：021-58109668

Fax: 021-58109668

Email: Leading_cert@126.com

5.相关文件

5.Relevant documents

5.1 《认证过程监控和纠正措施管理程序》

5.1 Certification Process Monitoring and Corrective Action Management Procedures

5.2 ASC MSC 海藻认证认可要求

5.2 ASC MSC Seaweed Certification and accreditation requirements

5.3 ASC 养殖场认证认可要求

5.3 ASC Farm Certification and accreditation requirements

5.4 ASC 饲料认证认可要求

5.4 ASC Feed Certification and accreditation requirements

5.5 MSC 通用认证要求 2.6 版

5.5 MSC General certification requirements v2.6

5.6 MSC 监管链标准 5.1 版

5.6 MSC Chain of Custody Standard-Default Version v5.1

5.7 FSC 认可机构通用要求 4-0

5.7 General requirements for FSC accredited certification bodies FSC-STD-20-001 (V4-0)

5.8 FSC 监管链评审要求 V4-2

5.8 Chain of Custody Evaluations FSC-STD-20-011 (V4-2)

6.记录

6. Record

6.1 《申诉投诉与争议记录》

6.1 Records of Complaints and Disputes