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# The Investigation and Resolution of Public Complaints and Appeals Procedure

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**Thailand Forest Certification Council - TFCC**  
**The Federation of Thai Industries**



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## Foreword

PEFC (Programme for the Endorsement of Forest Certification schemes) is an international organization, and TFCC (Thailand Forest Certification Council) is a national organization, promoting sustainable forest management through Forest Management certification, Chain of Custody certification and labeling of forest based products. Products with TFCC claims and /or labels deliver confidence that raw material originates from sustainably managed forest.

PEFC is reliable to the endorsement of the national organization under the forest certification schemes compatible with the specifications and requirements of PEFC and functional to the auditing programme and endorsement process.

In Thailand, F.T.I. (The Federation of Thai Industries) is acting on the PEFC Council's behalf as a PEFC authorized body.

Thailand Forest Certification Council (TFCC) is an independent non-profit organisation run by the Institution of Agro-based Industries (IAI), a division of the Federal of Thai Industries (F.T.I.). With the support of a coalition of interested parties including the government, corporate group, academic institutions, and tree farmers who valued the nation's forest certification system, the TFCC was established in 2016. The objective is to become recognized globally and encourage the sustainable, law-abiding forest management.

## **1 Scope**

This document is used for complaints from TFCC's operations and activities and appeals for reconsideration of any decision made by TFCC via various channels.

## **2 Normative References**

- GL 7/2007, PEFC Council Procedures for the Investigation and Resolution of Complaints and Appeals
- PM-GN-018 Complaints and suggestions for The Federation of Thai Industries

## **3 Terms and Definitions**

3.1 Complaints mean the effects from TFCC's operations or activities on behalf of National Governing Body (NGB). Be responsible for;

- User's trouble of TFCC's operations related
- Logo Usage of PEFC and TFCC, under PEFC and TFCC's permission
- Standards or relevant regulations
- Reveal of Confidentiality

The complaints will be announced via various channels to TFCC, excluding on complaint process by other governmental sectors.

3.2 Complainants mean

- Group 1: Forest owners and managers
- Group 2: Forest related industries
- Group 3: Organizations and others
- Other users who shall be considered by TFCC's committee as the Complainant

3.3 Complaint receiver means TFCC organization.

3.4 Public Complaint Committee means the committee members who are officially appointed by the Chairman of TFCC Committee.

3.5 Appeals mean the written request by the appellants for reconsideration of any decision made by TFCC where the appellants consider such decisions have been taken in breach of the TFCC's requirements or procedures.

Note: Such adverse decisions may include:

- Suspension or termination of PEFC or TFCC Logo Use Contract,
- Suspension or termination of forest management notification contract and chain of custody notification contract,
- Refusal to approve an interruption of TFCC operations or activities,
- Refusal of application for usage of PEFC or TFCC Logos,
- Complaint results by Public Complaint Committee on complaint process.

## **4 Complaint and Appeal Processes**

### **4.1 Complaint and Appeal Channels**

4.1.1 The complaint and appeal channels are as indicated below:

- Website: TFCC <https://tfcc.fti.or.th/>
- Email: TFCC [iai2023.fti@gmail.com](mailto:iai2023.fti@gmail.com) or
- The Federation of Thai Industries' website: [www.fti.or.th](http://www.fti.or.th) or
- Telephone 02 345 1276 or 02 345 1288
- Mail to Thailand Forest Certification Council, The Federation of Thai Industries, 8th Flr, Creative Technology Bldg. 2 Nang Linchi Rd., Thung Maha Mek, Sathon, Bangkok 10120

4.1.2 If the complaints and appeals are sent to The Federation of Thai Industries, the complaints and appeals shall transfer to TFCC as internal process.

4.1.3 For complaints, the complaints will be accepted as reasonable investigations below;

- Complainants are involved with TFCC stakeholders.
- Documents are sufficient for considerations, according to Position Paper (F-GN-044) in details of; complaint title, background/facts, problem details, problem investigation, suggestions or other opinions.
- The complaints are not duplicated to other governmental sectors or organizations on the complaint process.

4.1.4 For complaints, the complaints will be rejected as reasonable investigations below;

- Complainants are not involved with TFCC stakeholders.
- Documents are not sufficient for consideration, according to Position Paper (F-GN-044) in details of; complaint title, background/facts, problem details, problem investigation, suggestions or other opinions.
- The complaints are duplicated to other governmental sectors or organizations on complaint process.

### **4.2 Complaint and Appeal Investigation**

4.2.1 TFCC staffs shall cooperate with the complainants and appellants within 7 days from the date of submission.

4.2.2 For complaints, if TFCC staffs ask for more information or additional documents, the complainants shall provide information required within 30 days from the request date. If the complainants do not provide information or documents as request, the complaints will be terminated.

4.2.3 For complaints, if the complaints are unaccepted, TFCC staffs shall cooperate with the complainants within 7 days from the date of investigation.

4.2.4 If the complaints and appeals are accepted, TFCC staffs shall operate the registration

process, according to Position Paper (F-GN-044).

### **4.3 Complaint and Appeal Consideration**

4.3.1 The complaints and appeals are registered by TFCC staffs, according to Complaint and Appeal List (F-GN-043) and Corrective Action Request Form (F-GN-042).

4.3.2 TFCC staffs shall conform the stakeholder involvement of Public Complaint Committee, particularly for transparency and fairness to complainants in the process of complaint and appeal consideration.

4.3.3 The committee secretary shall submit the complaints and appeals to Public Complaint Committee for the considerations and resolutions within 7 days from the date of registration.

4.3.4 The Public Complaint Committee shall conduct the meeting, according to the Operation Manual of Public Complaint Committee

4.3.5 The Public Complaint Committee shall decide the meeting consensus by applying the meeting decision between chairman, members and secretariat in the minute meeting, according to the Operation Manual of Public Complaint Committee

4.3.6 Just in case of disagreed opinions in key academic issues or any complaints and appeals, used to be considered by Public Complaint Committee previously, the committee secretariat shall submit to TFCC Committee for making decision.

4.3.7 TFCC staffs shall inform to the complainants and appellants as a result within 7 official days from the date of consideration.

### **4.4 Complaint and Appeal Evaluation**

4.4.1 TFCC follows up the solving problems of complaints and appeals and informs the results to the complainants or appellants within 30 days from the date of submission.

4.4.2 During solving the problems, TFCC follows up and inform the progress to the complainants and appellants timely.

4.4.3 After finishing solving problems, TFCC summarizes the process status, according to Complaint and Appeal List (F-GN-043).

### **4.5 Summary and Report to F.T.I. Secretary Division**

4.5.1 TFCC summarizes the current status of complaint and appeal processes, according to F-GN-044 and reports to the Secretary Division, F.T.I. Committee every month.

4.5.2 Secretary Division presents the current status (F-GN-044) on website within 2 days after F.T.I. Committee Meeting.

### **4.6 Complaint and Appeal Summary**

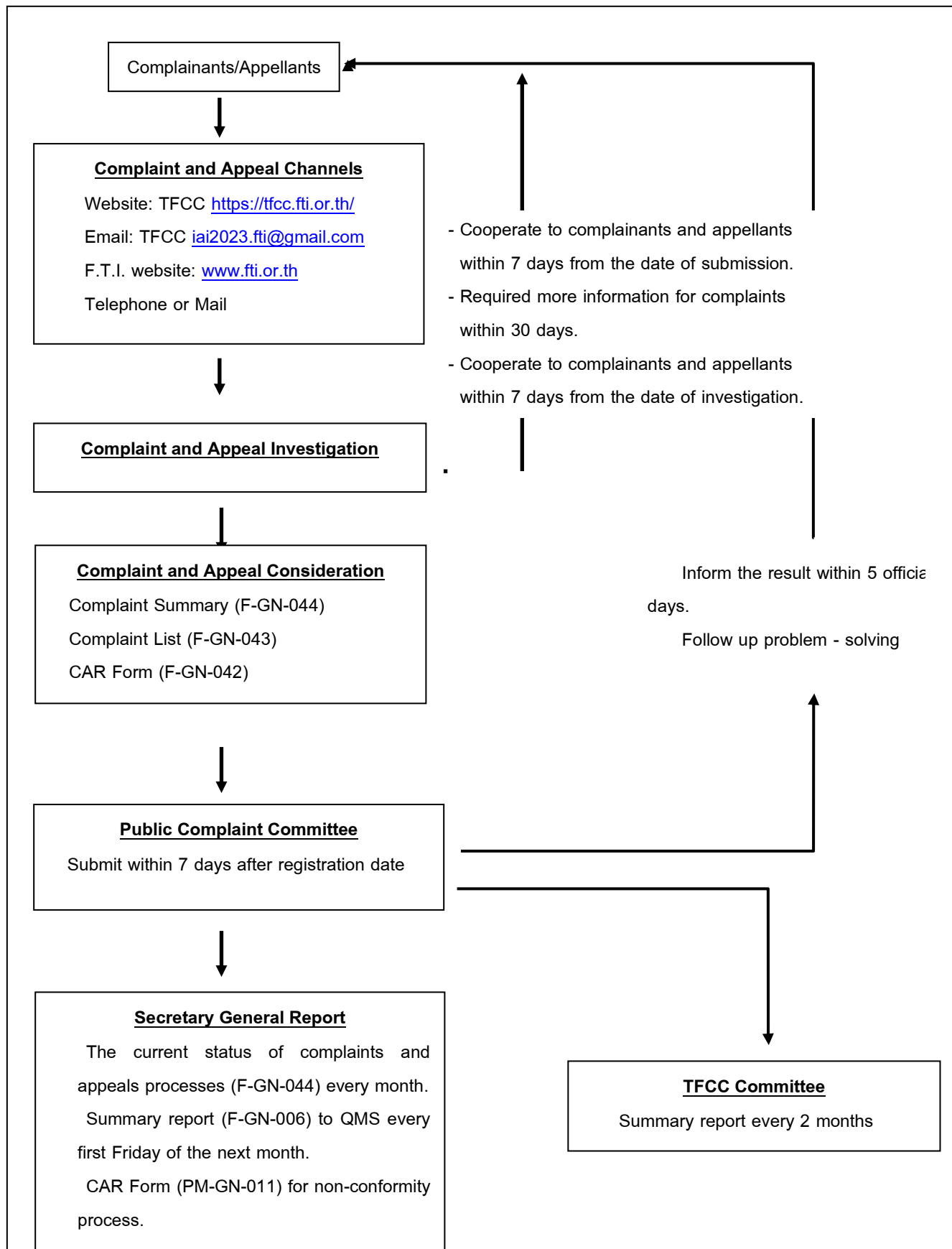
4.6.1 TFCC summarizes the report, according to F-GN-006, and reports to Quality

management Unit every first Friday of the next month.

4.6.2 TFCC reports to I.A.I. Director in case of nonconformity process, according to PM-GN-011.

4.6.3 TFCC presents the summary to the TFCC Committee every 2 months.

## 5 Complaint and Appeal Flow Diagram



**6 Record Control**

<b>No</b>	<b>Title</b>	<b>Code</b>	<b>Performed by</b>	<b>Approved by</b>	<b>Record Keeping</b>	<b>Revision Period</b>
1.	Original complaint and appeal letters and relevant documents	-	TFCC Staffs	-	-	Until completion
2.	Copy of complaint and appeal letters	-	TFCC Staffs	-	-	Until completion
3.	Position Paper	F-GN-044	TFCC Staffs	TFCC Committee Secretary	TFCC Staffs	2 years or Until completion
4.	Complaint and Appeal List	F-GN-043	TFCC Staffs	TFCC Committee Secretary	TFCC Staffs	Long lived Use
5.	CAR Form	F-GN-042	TFCC Staffs	TFCC Committee Secretary	TFCC Staffs	Long lived Use
6.	Current status of complaints and appeals processes	F-GN-044	TFCC Staffs	TFCC Committee Secretary	TFCC Staffs	2 years
7.	Summary Report	F-GN-006	F.T.I. management system	-	Quality management system	1 month