

Other complaint handling bodies in the FSC system

The FSC Dispute Resolution System involves every part of our certification scheme. FSC-certified companies, the organizations that check the performance of certified companies (certification bodies) and the team that assures the quality of certification processes (Assurance Services International) all play a role in resolving issues that arise.

For concerns about compliance with certification requirements, it is the certified company itself or its certification body that is best-placed to take action.

If you think there are issues with a certification process, the certification body or Assurance Services International will make an assessment of your complaint.

When something's not right with FSC's standards or performance as an organization, the FSC team will look into the issue.

We're committed to getting your concerns heard by the right people. That's why your complaint may be processed by FSC, the certified company, a certification body or Assurance Services International.