Complaint & Appeal Resolution Procedure
投诉申诉处理程序

1、Objective 目标

1. To establish a standard and structured process for the handling of Complaints and Appeals received by BM. 为处理本臻力行收到的投诉和申诉，建立一个标准和结构化的程序。

Benchmarks Company Limited (abbreviation as BM) 本臻力行有限公司（以下简称 BM）

2. To communicate the standard process to all operations to ensure that all complaints and appeals are handled in a professional and responsible manner. 向所有运营部门传达标准流程，确保以专业和负责的方式处理所有投诉和申诉。

Complaints: An expression of dissatisfaction by any person or organization presented to BM relating to the certification activities of Benchmarks and/or the certification activities of the clients certified by BM.

投诉：任何人或组织向本臻力行提出的对 BM 认证活动和/或 BM 认证客户认证活动的不满。

Appeal: A request by the client to the BM for reconsideration of a Certification Decision or Decision made by BM made by BM relating to that client.

申诉：客户向 BM 提出的重新考虑认证决定或向 BM 作出的与该客户有关的决定的请求。

2、General Principles 一般原则

The submission, investigation and decision on complaints or appeals shall avoid any discriminatory actions against the party. This process must be managed as confidential. 申诉或申诉的提交、调查和决定应避免对当事人采取任何歧视性行动。这个过程必须保密。

The aggrieved party could send Complaints and Appeals via BM website. 受害方可以通过 BM 公司的网站发出投诉和申诉。

The complainant or appellant shall describe clearly the complaint or appeal, objective evidence to support each element or aspect of the complaint or appeal, and the name and contact information of the submitter. 投诉人或上诉人应清楚地描述投诉或上诉，投诉或申诉的每个要素或方面的客观证据，以及提交人的姓名和联系信息。

If a complaint is raised against the clients certified by BM. 如果对 BM 认证的客户提出投诉。

1） BM shall retain the anonymity of the complainant in relation to their client, if this is requested by the complainant. 如果投诉人提出要求，BM 应保留投诉人与其客户的匿名性。

2） BM shall treat it as stakeholder comments and address it during the next BM audit, if the complaint is anonymous complaint or an expression of dissatisfaction that are not substantiated as complaint. BM 应将其视为利益相关方的意见，并在下一次 BM 审核期间处理，如果投诉为匿名投诉或表达不满，且未被证实为投诉。

Complaints and appeals received must be recorded and the details are transmitted to the relevant BM for processing. The relevant BM is responsible for gathering and verifying all necessary information (as far as possible) to progress the complaint or appeal to a decision. The decision resolving the complaint or appeal shall be reviewed and approved by the person not involved in the evaluation related to the complaint or appeal. 所接获的投诉及申诉必须予以记录，并将详情转交相关

BM 处理。相关 BM 负责收集和核实所有必要信息（尽可能），以处理投诉或对裁决提出申诉。解决投诉或申诉的决定应由不参与与投诉或申诉有关的评估的人员审查和批准。

An overall review of complaints or appeals process must be part of the annual Management Review. 对投诉或申诉程序的全面审查必须是年度管理评审的一部分。

In the context of FSC program, the present Complaint and Appeal resolution procedure is available in the local language of the countries where BM operates FSC COC Certification. BM shall respond to Complaint and Appeal in the same language, or shall agree with the submitter on the language used. 就 FSC 程序而言，目前的投诉及申诉解决程序以 BM 经营 FSC COC 认证的国家的当地语言提供。BM 应以同一语言回应投诉和申诉，或就所用语言与提交人达成一致。

In the context of FSC program, complainant has the opportunity to refer their complaint to ASI (FSC Accreditation Body), if the issue has not been resolved through the full implementation of the present procedure, or if the complainant disagrees with the conclusions reached by BM and/ or is dissatisfied by the way the BM handled the complaint. As the ultimate step, the complaint may be referred to FSC. 在 FSC 程序的背景下，投诉人有机会将其投诉提交至 ASI（FSC 认可机构），如果问题未能通过全面实施现有程序得到解决，或投诉人不同意 BM 达成的结论和/或对 BM 处理投诉的方式不满意。作为最后一步，投诉可提交至 FSC 公司。

3. Overall Process Steps 整体流程步骤

For each complaint and appeal, the following points must be followed: 对于每项投诉和申诉，必须遵循以下几点

Upon receipt a Complaints or Appeals, BM shall confirm whether the complaint or appeal relates to BM certification activities for which BM is responsible and, if so, BM shall determine which relevant Personl is responsible to address it. 收到投诉或申诉后，BM 应确认该投诉或申诉是否与 BM 负责的认证活动有关，如是，BM 应确定相关人员负责处理该问题。

Then a suitable qualified internal independent person shall be appointed, by default, Product Manager is appointed. If Product Manager is involved in the evaluation process (audit or decision making) related to the complaint or appeal, a new qualified internal independent person is appointed by CEO. 然后任命一名合适的、合格的内部独立人员，默认为产品经理。如果产品经理参与了与投诉或申诉有关的评估过程(审核或决策)，CEO 将任命一名新的有资格的内部独立人员。

If the Complaints or Appeals are acceptable, BM shall acknowledge receipt of a complaint or appeal by email. The complaint and appeal must be recorded by Product Manager or qualified internal independent person, if different. 如果投诉或申诉可接受，BM 应通过电子邮件确认收到投诉或申诉。投诉和申诉必须由产品经理或合格的内部独立人士（如有不同）记录。

Product Manager (or qualified internal independent person, if different) provide an initial response, including an outline of the BM proposed course of action to follow up on the complaint or appeal, within two (2) weeks of receiving a complaint or appeal. 产品经理（或合资格内部独立人士，如有不同）在收到投诉或申诉后二（2）周内提供初步回应，包括 BM 建议跟进投诉或申诉的行动方针概要 。

Product Manager (or qualified internal independent person, if different) shall monitor the results and keep the complainant(s) / appellant(s) informed of progress in evaluating the complaint or appeal, and have investigated the allegations and specified all its proposed actions in response to the complaint within 3 months of receiving the complaint with the support of relevant quality department. 产品经理（或合资格内部独立人士，如有不同）应监督结果，并告知投诉人/申诉人评估投诉或申诉的进展情况，并在收到投诉后 3 个月内，在相关质量部的支持下，调查了指控并指定了所有针对投诉的建议行动。

Product Manager (or qualified internal independent person, if different) shall review and approve the decision resolving the complaint or appeal, and notify the complainant or appeal when the complaint

is considered to be closed, meaning that the BM has gathered and verified all necessary information, investigated the allegations, taken a decision on the complaint and responded to the complainant / appellant. 产品经理（或合格的内部独立人士，如有不同）应审查和批准解决投诉或申诉的决定，并在认为投诉已结束时通知投诉人或申诉人，即 BM 已收集并核实所有必要的信息，调查指控，对投诉作出决定，并对投诉人/申诉人作出回应。

complaint or appeal email 投诉邮箱：info@benchmarks.com.hk

complaint or appeal hotline：+852 23848696