



Swiss Association  
for Quality and Management  
Systems (SQS)

FSC®-COC

## Dispute form (appeal, complaint or request)

- If you wish to submit an appeal, complaint or request to SQS, please use this form.
- You can contact us by using the contact link on the homepage, by sending this sheet to [fsc@sq.s.ch](mailto:fsc@sq.s.ch) or on the postal way, by sending to SQS to the official post address.
- An appeal can only be submitted/made against a certification decision of SQS.
- We kindly request you to specify your complaint or appeal as much as possible («who, what, where, when») and provide any necessary documentation if applicable.
- After reception we will confirm the receipt of your appeal, complaint or request within two weeks after the date of submission. A timeframe of handling the complaint or appeal will also be included in the confirmation.
- We will inform you of the results written or verbally, depending on the size and nature of the complaint or appeal.



The mark of  
responsible forestry



## Registration form

Date

Name organization (if applicable)

Name complainant/appellant

Address

Telephone

Fax

E-Mail

Complaint/Appeal

Please specify below your complaint as much as possible and provide any necessary information, documentation etc. on the discussed issues

Type of dispute     Complaint     Appeal     Request     Other

Topic

Certified operation

Summary of dispute

Reference to FSC® standard,  
principle, criterion and/or policy

Evidence supporting complaint/appeal

Any steps taken so far