

Control Union (UK) Limited

Marine Stewardship Council (MSC) & Aquaculture Stewardship Council (ASC) Certification Appeals & Complaints Procedure

Control Union (UK) Limited (CU UK) takes any complaint against its work or performance very seriously and will seek to deal with it in as timely and efficient manner as is possible.

Details of this process are freely available on the CU UK website for download by anyone and shall be forwarded to all clients upon request at any stage of MSC / ASC certification process.

An **appeal** is a formal notification of disagreement with a certification decision within a certification process, or a request by the provider of the product or service subject to conformity assessment, to CU UK for reconsideration of a decision it has made relating to that product or service.

A **complaint** is a formal notification of dissatisfaction, other than an appeal, by any person or organisation regarding employee behaviour, CU UK methodology or work executed under contractual responsibility of CU UK.

CU UK – MSC /ASC Complaints and Appeals process

1. Complaints and appeals shall be submitted in writing by using the *CU UK Registration Form* [[link to download](#)] or by other method such as by letter or email. This should be sent to the CU UK Accreditation Manager at the address provided below.
2. All complaints and appeals must include the following information:
 - a. Description ("who, what, where, when") and objective of the complaint/appeal.
 - b. Objective evidence (where applicable) to substantiate the complaint/appeal.
 - c. Complainant/appellant name and contact details.
3. Unless a request is made to the contrary, complaints and appeals will be managed by the CU UK Managing Director, providing that they have no conflict of interest (such as providing consultancy services to the complainant) and has not been involved in the certification activities related to the complaint or appeal.
4. Appeals against certification decisions must be received within 10 working days (England) of the decision being notified to the applicant/certificate holder for certification.
5. Appeals made by a client against a certificate suspension or cancellation/withdrawal shall not change the decision or impede further action while the dispute resolution is in process.
6. CU UK shall provide the complainant/appellant with an acknowledgement of the dispute, including an outline of the process within 10 working days (England) of receipt.
7. The complainant/appellant may contact CU UK at any time during the dispute resolution process to inquire about progress of the evaluation.
8. CU UK shall, as appropriate, keep the complainant or appellant informed of progress in evaluating the dispute until the complaint or appeal is closed.
9. CU UK shall provide evidence to the complainant/appellant if resolution of the dispute requires the involvement of the scheme owner or other bodies.
10. CU UK shall provide the complainant/appellant with a formal response regarding the dispute resolution, including any follow up actions, within 90 calendar days of receipt. The results shall be communicated in a way that respects confidentiality requirements and agreements that are in place for certification.

Control Union (UK) Limited

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Registered in England and Wales No: 1141329

- a. In cases where the subject of the complaint or appeal is also being considered through an MSC objections process, this 90 day timeframe may be extended, until the completion of the objection process.
11. CU UK shall keep a record of formal disputes, actions taken, and the effectiveness of these actions.
12. In the case of a submission of a complaint and if CU UK decides and substantiates that CU UK or any of its employees, officers, agents or subcontractors are not at fault to the extent specified in the complaint, CU UK may elect to charge all costs and expenses to the complainant.
13. For any complaint evaluated by CU UK, and which relates to the MSC Fisheries Programme, CU UK shall send a summary of the complaint and decision(s) taken to the MSC via complaints@msc.org within 20 days of closure of the complaint.
14. For any complaint evaluated by CU UK and which relates to the ASC-MSC Seaweed Programme, complainants are:
 - a. encouraged to submit copies of their complaints to the ASC-MSC by email seaweedstandard@msc.org or post to P.O. Box 19107, 3501 DC Utrecht, The Netherlands and/or Marine House, 1 Snow Hill, London, EC1A 2DH, UK.
 - b. advised of the option to use the assurance/accreditation body's dispute resolution mechanisms, including if the complainant is not satisfied with CU UK's response to their complaint, also to complain to the ASC-MSC if the complainant is not satisfied with the assurance/accreditation body's response.
15. Submission, investigation and decision on appeals and complaints shall in no case result in discriminatory action against the appellant/complainant.

Please send appeals/complaints to the CU UK Accreditation Manager by email at:

complaintsfishuk@controlunion.com.

Alternatively, you may post to:

Control Union (UK) Limited

The Barn

Lake Court

Hursley

Winchester

Hampshire

SO21 2LD

United Kingdom