

## Control Union (UK) Limited

### Marine Stewardship Council (MSC) & Aquaculture Stewardship Council (ASC) Certification 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 a manner as possible.

The CU UK MSC / ASC Complaints and Appeals process shall be forwarded to all clients upon request at any stage of the certification process.

Details of this process are freely available on the CU UK website for download by anyone.

#### **CU UK – MSC / ASC Complaints and Appeals process**

1. All formal complaints and/or appeals shall be submitted in writing to the CU UK Accreditation Manager via the CU UK email address, [complaintsfishuk@controlunion.com](mailto:complaintsfishuk@controlunion.com)
2. All complaints and/or appeals should include:
  - a. complainant/appellant name and contact details
  - b. description/objective of the dispute
  - c. evidence to substantiate the dispute
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 have not been involved in the certification activities related to the complaint or appeal.
4. Appeals against certification decisions must be received within 2 weeks (10 working days) of the decision being notified to the applicant for certification.
5. Appeals by a client against a suspension or cancellation/termination shall not change the decision and steps to suspend or cancel the certification while the dispute resolution is in process.
6. CU UK shall provide the complainant/appellant with acknowledgement of the dispute, including its proposed course of action, within 2 weeks (10 working days) 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 complaint requires the involvement of the scheme owner or 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.
  - 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, subject to Assurance Services International (ASI) approval.
11. CU UK shall keep a record of formal disputes, actions taken, and the effectiveness of these actions.
12. 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](mailto:complaints@msc.org) within 20 days of closure of the complaint.
13. For any complaint evaluated by CU UK and which relates to the ASC-MSC Seaweed Programme, complainants are encouraged to submit copies of their complaints to the ASC-MSC by email [seaweedstandard@msc.org](mailto: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.

14. For any complaint evaluated by CU UK which relates to the ASC-MSC Seaweed Programme where the complainant is not satisfied with the CAB's response, they have the option to complain to the accreditation body and if they are not satisfied with the accreditation body's response they have the option to complain to the ASC-MSC.