



**ТОВАРИСТВО З ДОДАТКОВОЮ ВІДПОВІДАЛЬНІСТЮ  
«ІНТЕРРЕСУРСИ»**

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**Procedure of handling claims related to FSC Controlled Wood**

All written claims received by the company concerning the facts related to the supplying of FSC Controlled Wood shall be registered in the “Claims related to FCS Controlled Wood” register.

Each claim shall undergo the following actions:

- 1) Within a week from the date of receipt of a claim the latter shall be considered as to its facts and found grounded or groundless.
- 2) If a claim is found grounded, Director General of the company shall, during the period of two months, organize an unscheduled inspection of the supplier only within the limits necessary for confirming or declining the claim.
- 3) The company shall make public the information related to handling claims as well as the contact data of the person responsible for carrying out this procedure.
- 4) The company shall inform the FSC National Initiative or the National office as well as the certification authority in case of finding any deviation from requirements as to FSC Controlled Wood on the territories considered to be the districts of low risk. If there happen to be frequent deviations from requirements to FSC Controlled Wood in the low risk districts, the company shall reconsider its assessment of risks for such territories.