

## PESCA COMPLAINTS PROCEDURE

Pesca 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.

The Pesca Complaints and Appeals process shall be forwarded to all clients upon request at any stage of Certification process.

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

### Control Union Pesca Ltd – Complaints and Appeals process

1. All formal complaints and/or appeals shall be submitted in writing to the Pesca Accreditation Manager via the Pesca generic email address, [complaintspesca@controlunion.com](mailto:complaintspesca@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 Pesca 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. Pesca 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 Pesca at any time during the dispute resolution process to inquire about progress of the evaluation.
8. Pesca shall, as appropriate, keep the complainant or appellant informed of progress in evaluating the dispute until the complaint or appeal is closed.
9. Pesca shall provide evidence to the complainant/appellant if resolution of the complaint requires the involvement of the scheme owner or bodies.
10. Pesca 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 ASI approval.

11. Pesca shall keep a record of formal disputes, actions taken, and the effectiveness of these actions.