



Summary of the STL complaint and appeal process



SUMMARY

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Version history

Version	Changes	Created by	Approved by	Approval date
01	First issue	Leticia Jonck	Bernard Machado	19/05/2026



1. Summary of the STL complaint and appeal process

This is our open channel for complaints and appeals regarding our certification processes and internal improvements. The information filled in here is confidential and will be reserved for use in Neocert's claims handling process.

The following process will be followed for the treatment of your complaint: If it is a matter related to the services provided by Neocert, they will be answered within 2 business days, which will be the other referrals. If it is a matter related to a certified company, it will undergo an analysis to assess whether it is a valid complaint within the scope and you will receive a response from Neocert on how your complaint will be handled within 2 weeks.

1.1. Complaint

There will be an investigation into the claimed development, with the possibility of Neocert contacting you during this stage. Within 3 months you will be answered with the consolidation of the investigation and results of the dealings given by Neocert.

If you are not satisfied with the handling given to the complaint, you can open a new complaint with Neocert through this same form link and if you are not satisfied with how Neocert is treated, you have the right to resort to Assurance Services International (ASI) to deal with your complaint, and as a last resort, contact the FSC.

1.2. Appeal

The appeal can occur when the customer does not agree with the decision on the certification given by Neocert. The appeal will be sent to a qualified technical lead as a decision maker who is exempt (who has not participated in the certification process in question) for decision making. If you still do not accept Neocert's decision, it is possible to create an appeal committee.

The committee's decision can be by simple majority (half +1) and the maximum period for making a decision on the appeal is 30 days from its receipt by the committee. If the committee is unable or unable to decide, the appeal is forwarded to the FSC Brasil Mediation, Conciliation and Conflict Resolution Committee, in accordance with the FSC Brasil Mediation Protocol and, as a last resort, must be forwarded to FSC International in accordance with FSC-PRO-01-005.

1.3. Complaint Registration

To register a complaint or appeal, the complainant/appellant must complete the form available at the link below. Completion of the form is required for the case to be formally created and registered in Neocert's system:

https://neocertforms.bitrix24.site/crm_form_xauhp/

In the form, the fields must be completed in the order presented:

- Complainant's first name;
- Complainant's last name;
- Complainant's phone number;
- Complainant's contact e-mail address(es);
- Indication of whether the complaint is about Neocert or another organization;
- Description of the complaint;
- Classification of the source of the complaint;
- Field to attach documents, when applicable.

The information provided in the form will be used by Neocert to register, assess and handle the complaint or appeal, in accordance with the applicable procedure.

