

## Due Diligence Controlled Wood Public Information (CoC 15) – Reviewed March 2025

J Gordon & Son has evaluated the following country of origins as part of its DDS:-

Country of Origin	United Kingdom & Northern Ireland
NRA reference	NRA (FSC-NRA-GB V1-0 11th December 2018)
Risk of Mixing	Low Risk
Controls Measures	Established supply base and monitoring

**Complaints should be directed to The Certification Manager c/o [harvesting@gordontimber.co.uk](mailto:harvesting@gordontimber.co.uk)** The following procedure is established to handle complaints relating to the DDS received from stakeholders: -

### **DDS – FSC Controlled Wood Complaints:**

#### **Procedure for filing complaints related to the FSC Controlled Wood Due Diligence System:**

The **Certification Manager** is responsible for acknowledging receipt and informing the stakeholder of the complaints procedure. This initial response must be sent within **2 weeks** of receipt.

The details of the complaint will be recorded in the **Action Register (CoC 03)**. Communication, records and supporting evidence is saved in the **DDS Complaints folder**. The complainant, CB, and the relevant FSC National Office must be informed of the results of the complaint and any actions taken to resolve the issue.

If the complaint relates to a risk designation within an FSC risk assessment, this must be forwarded to the responsible body for an NRA: as indicated in the NRA.

When a complaint is forwarded to a responsible body, the remaining sections of this procedure are not applicable.

The **Certification Manager** will investigate and determine whether evidence provided in the complaint is or is not substantial, by assessing the evidence provided against the risk of using material from unacceptable sources.

Communication with complainants will be maintained throughout the assessment with the aim to solve any complaints assessed as substantial before further actions are taken.

If the complaint is assessed as substantial, this must be forwarded to our CB and the relevant FSC National Office for the supply area within **2 weeks** of receipt of the complaint. Information on the steps to be taken by the company to resolve the complaint, as well as how a precautionary approach will be used, shall be included with the complaint.

Whilst the complaint is still pending, a precautionary approach will be employed towards the continued sourcing of the relevant material. Until the complaint is resolved, the material will not be used as an input to FSC product groups being sold through the respective control system. It should be noted that a complaint is pending if it has been assessed as substantial, and no effective corrective action has been taken yet.

Within **2 months** of receipt, the company will conduct a desktop audit/verification to verify complaints assessed as substantial.