Flow of Complaint Procedures and Conflict **Resolution in SVLK**

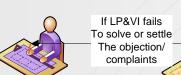
Submitting Complaints 10 days after Auditee Received results of Verification assessment (before the issuance of Certificate)

LP&VI



P.02/VI-BPPHH/2010 (Annex 4 & 5)





(Auditor) **Submitting Complaints** (after the issuance of Certificate):

Within 20 days after the certificate issued If found new evidence, the submission is allowable even the certificate has been issued for more than 20 days



- Entity/Organization registered to Indonesian Law
 - Free of Conflict of Interests with auditor (LP&VI) and or Unit Management/Industry



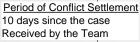
Independent Monitoring

Qualification:

- ID Indonesian Citizenship
- Living in or surround Unit Management
- Free of Conflict of Interests with auditor (LP&VI) and or Unit Management/Industry

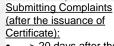


Individual Community





Ad Hoc Team Conflict Resolution



> 20 days after the Certificate issued (If found new evidence/novum)



Ministry of Forestry/Kemenhut

Object for Complaints:

- 1 Year backward for Timber Verification
- 3 Years backward for SFM Assessment

Ad-hoc Team for Conflict Resolution

- Established by LP&VI
- Memberships minimal 3 persons and ganjil
- Period of conlfict settlement maximum 10 days since The submission report of complaints received by LP&VI

If the Ad-hoc fails to settle or solve the conflict within 10 days Then, the LP&VI has to hand over the case to the KAN for the solution