



WOOD.BE

YOUR COMPLAINT OR COMMENT HAS OUR ATTENTION

How do I submit a complaint or comment to WOOD.BE?

Procedure

Preferably submit in writing by completing our web form.

In case of a verbal complaint or comment, you will always be asked to formulate it in writing via e-mail, letter or our web form.

Actions WOOD.BE

You will be informed of the domain in which WOOD.BE will handle the complaint or comment.

Within 2 weeks, our quality manager or department head will provide information on the actions taken or to be taken by WOOD.BE.

We will handle our complaints within a 3-month period and inform you accordingly.

Complaints not directly addressed to WOOD.BE but rather to a stakeholder of WOOD.BE (e.g. a customer) will be investigated by the quality manager. The anonymity of the complainant will be monitored by the quality manager.

Specific actions in connection with FSC® certification

In case WOOD.BE does not find a solution within the maximum deadline, you can always contact ASI (external accreditation organisation).