

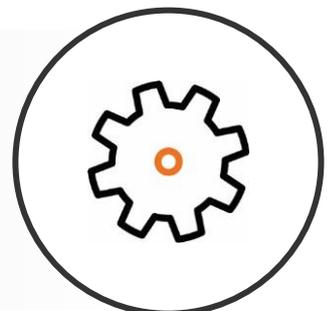


The world-leading
Wood pellet certification

ENplus® Procedural Document

*Complaints and appeals
procedure*

ENplus® PD 2002:2022, first edition



Valid globally, except Germany

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Foreword

The European Pellet Council (EPC), founded in 2010 and a network of Bioenergy Europe AISBL, is an umbrella organisation that represents the interests of the European wood pellet sector. Its members are national pellet-, or pellet-related associations from numerous countries in and outside of Europe. The EPC provides a platform for the pellet sector to discuss issues that must be managed in the transition from a niche product to a major energy commodity. These issues include standardisation and certification of pellet quality, safety, security of supply, education and training, and pellet quality measuring devices.

Deutsches Pelletinstitut GmbH (German Pellet Institute) (**DEPI**) was founded in 2008 as a subsidiary of Deutscher Energieholz- und Pellet-Verband e. V. (German Wood Fuel and Pellet Association) (DEPV), and provides a communication platform and competence centre for topics related to heating with wood pellets. In 2010, **DEPI** created, in cooperation with German Biomass Research Center Leipzig (DBFZ) and proPellets Austria, the ENplus® scheme. In 2011, the trademark rights for all countries, except Germany, transferred to the EPC.

Today, the EPC is the governing body for the ENplus® quality certification scheme for all countries except Germany, which is governed by **DEPI**.

This document comes into force as of 1 January 2023.

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Introduction

The key objective of the ENplus® scheme is to manage an ambitious certification scheme that thrives for consistent, high quality wood pellets. The **ENplus® logo** allows pellet quality to be communicated to customers and consumers in a transparent and verifiable way.

Wood pellets are a renewable fuel produced primarily from sawmill residues. Wood pellets are used as a fuel for residential heating systems as well as for industrial burners. They are a refined fuel that can be damaged during handling. Due to this, quality management is a necessity and should cover the entirety of the supply chain, from the choice of raw material to the final delivery to the end-user.

The ENplus® scheme covers technical properties of pellets, quality management related to the properties of the pellets, and customer satisfaction within the entire supply chain, from pellet production to end use.

The ENplus® scheme is primarily focused on the domestic and commercial heating sector, but the ENplus® certification is also available to all other actors within the pellet industry.

Open, transparent, and **consensus**-based participation of materially affected **stakeholders** at international as well as national levels is an essential element in the development of the ENplus® scheme.

This document is based on ISO/IEC Guide 59 as well as it respects the contractual agreement between Bioenergy Europe/EPC and **DEPI** that is the founder of the ENplus® scheme.

The term 'shall' is used throughout this document to indicate those provisions that are mandatory. The term 'should' is used to indicate those provisions which, although not mandatory, are expected to be adopted and implemented. The term 'may' is used throughout to indicate those permission(s) which are expressed within this document. The term 'can' refer to both the ability of a user or to a possibility open to the user as stated within this document.

The terms written in bold characters are defined in the chapter 3. Terms and Definitions.

1. Scope

This document details **complaints** and **appeals** procedures for **ENplus® International Management** and **ENplus® National Licensers** relating to the ENplus® certification in all countries except Germany, including the following decisions and activities:

- a) development of the **ENplus® documentation**;
- b) interpretation of the ENplus® requirements;
- c) licensing of the **ENplus® trademarks**;
- d) resolution and investigation of **ENplus® trademarks** fraud;
- e) listing of **ENplus® certification bodies** and **ENplus® testing bodies**;
- f) activities of ENplus® certified entities outside Germany and conformity of their products with ENplus® requirements;
- g) decisions and activities of **ENplus® certification bodies** and **ENplus® testing bodies** and their conformity with the ENplus® requirements.

NOTE: Any **complaints** or **appeals** relating to the ENplus® certification in Germany shall be addressed to **DEPI** that operates as the ENplus® governing body for Germany.

2. Normative references

The following referenced documents are essential for the application of this document. For dated references, only the relevant edition applies. For undated references, the latest edition of the referenced document (including any amendment) applies.

ISO/IEC 17065, *Conformity assessment — Requirements for bodies certifying products, processes and services*

ENplus® ST 1001, *ENplus® wood pellets – Requirements for companies*

ENplus® ST 1002, *Requirements for certification and testing bodies operating the ENplus® certification*

ENplus® ST 1003, *Usage of the ENplus® trademarks – Requirements*

3. Terms and Definitions

3.1 appeal

A written request by any person or organisation (the appellant) for reconsideration of any decision affecting the appellant made by the **ENplus® scheme management** where the appellant considers such decisions have been taken in breach of the ENplus® requirements or procedures.

NOTE: Such adverse decisions may include:

- a) rejection of an application for usage of the **ENplus® trademarks**;
- b) refusal of an application for the ENplus® listing of certification and testing bodies.

3.2 bagged pellets

Pellets in a packaging unit that protect the pellets from quality degradation with a filling weight between 5 kg and 50 kg.

NOTE 1: A plastic bag is a typical example of a packaging unit for **bagged pellets**.

NOTE 2: Requirements for usage of the ENplus® bag design are defined in ENplus® ST 1003.

3.3 big bag

A flexible intermediate bulk container (FIBC) made of flexible fabric that is designed for storing and transporting **bulk pellets** with a typical capacity of 1,500L. A delivery of pellets in **big bags** is considered a delivery of **bulk pellets**.

NOTE 1: A **big bag** can be sealed or unsealed.

NOTE 2: Delivery of pellets in **big bags** is considered as a **large-scale delivery**.

3.4 bulk pellets

Pellets other than **bagged pellets** produced, stored, handled, or transported loose.

NOTE: **Bulk pellets** also include pellets in **big bags**.

3.5 company

An entity that implements the requirements of ENplus® ST 1001.

3.6 complaint

A written expression of dissatisfaction (other than **appeal**) by any person or organisation which relates to the activities of the **ENplus® scheme management**, the **ENplus® certification bodies**, **ENplus® testing bodies**, and/or the ENplus® certified **company**.

3.7 consensus

General agreement characterised by the absence of sustained opposition to substantial issues by any important part of the concerned interest and by a process that involves seeking to take into account the views of all parties concerned and to reconcile any conflicting arguments.

NOTE: A **consensus** need not imply unanimity [ISO/IEC Guide 2].

3.8 DEPI

DEPI (Deutsches Pelletinstitut GmbH) is ENplus® governing body for Germany, certification body responsible for all certification activities within Germany and acts as inspection body within Germany.

3.9 ENplus® certification body

A body that is recognised to perform certification within the ENplus® certification scheme.

3.10 ENplus® certification seal

A distinctive graphic consisting of the **ENplus® logo** and unique **ENplus® ID**.

NOTE: The use of the **ENplus® certification seal** is described in ENplus® ST 1003.

3.11 ENplus® documentation

Documents that include requirements, guidance, and procedures of the ENplus® scheme.

NOTE: The **ENplus® documentation** structure is shown in ENplus® PD 2001, Annex A and includes ENplus® **standards**, ENplus® guidance documents and ENplus® procedural documents.

3.12 ENplus® ID

Unique alfa-numerical code issued by the relevant **ENplus® scheme management** to every ENplus® certified **company**.

NOTE: The use of the **ENplus® ID** is described in ENplus® ST 1003.

3.13 ENplus® International Management

Bioenergy Europe AISBL represented by the European Pellet Council (EPC), is the governing body of the ENplus® certification scheme with overall responsibility for the management of the ENplus® scheme outside Germany.

3.14 ENplus® logo

A distinctive graphic design that is a registered trademarked material and that is also part of the **ENplus® certification seal**, **ENplus® quality seal** and of the **ENplus® service sign** along with the **ENplus® ID**.

NOTE: The use of the **ENplus® logo** is described in ENplus® ST 1003.

3.15 ENplus® National Licensor

A governing body of the ENplus® certification scheme appointed by **ENplus® International Management** to manage the ENplus® scheme within a specific country.

NOTE: Contact details for **ENplus® National Licensers** are available by country on the **official ENplus® website**.

3.16 ENplus® quality class logo

A distinctive graphic referring to the ENplus® quality classes.

NOTE: The use of the **ENplus® quality class logo** is described in ENplus® ST 1003.

3.17 ENplus® quality seal

A distinctive graphic referring to the ENplus® quality classes consisting of the **ENplus® logo**, **ENplus® quality class logo** and unique **ENplus® ID**.

NOTE: The use of the **ENplus® quality seal** is described in ENplus® ST 1003.

3.18 ENplus® scheme management

A governing body of the ENplus® certification scheme that is either **ENplus® International Management**, an **ENplus® National Licenser**, or **DEPI** operating within their respective regions.

NOTE: Contact details for the **ENplus® scheme management** are available by country on the **official ENplus® website**.

3.19 ENplus® service sign

A distinctive graphic issued by the relevant **ENplus® scheme management** to every ENplus® certified **service provider** that includes the ENplus® **service provider** logo and the **ENplus® ID**.

NOTE: The use of the **ENplus® service sign** is described in ENplus® ST 1003.

3.20 ENplus® testing body

A body that is recognised to perform testing within the ENplus® certification scheme.

[source: modified from ISO 17020]

3.21 ENplus® trademarks

ENplus® copyright and trademark protected material (ENplus® figurative marks and wordmarks) that refers to the quality of pellets according to the ENplus® certification scheme.

3.22 large-scale delivery

A delivery of **bulk pellets** to a customer other than the **small-scale delivery**, including storage.

NOTE: Examples of **large-scale delivery**: a delivery of a complete truck load to one end-user above 20 tonnes, a delivery to a **trader**, a delivery by trains or vessels, a delivery of **big bags**.

3.23 official ENplus® website

The official website of the ENplus® scheme managed by the **ENplus® International Management** (www.enplus-pellets.eu) for all countries except Germany and by **DEPI** (www.enplus-pellets.de) for Germany.

3.24 producer

A **company** producing wood pellets.

NOTE: A **producer** trading its own pellets through **large-scale delivery** is not considered a **trader**. A **producer** is considered a **trader** where its trading activities include **small-scale delivery**, or trades pellets procured from other **companies**.

3.25 service provider

A **company** offering the following services without having ownership over the pellets.

a) bagging of pellets;

- b) **small-scale delivery** of pellets;
- c) storage of **bulk pellets** in a facility from which the pellets are delivered to the end-users.

NOTE: The **producer** or **trader** can also become a **service provider** for another **company** where they do not have ownership over the pellets and conduct activities defined above.

3.26 **small-scale delivery**

A delivery of **bulk pellets** to an end-user that does not exceed 20 tonnes. This excludes deliveries of pellets in **big bags** and **vending machines**.

NOTE: A typical example of a **small-scale delivery** is a delivery of pellets to more end-users (households) along a single route (multi-drop).

3.27 **stakeholder**

A person, group, or organisation with an interest in the subject of the standardisation.

3.28 **standard**

A document established by **consensus** and approved by a recognised body that provides, for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree or order in a given context.

NOTE: **Standards** should be based on the consolidated results of science, technology, and experience, and aimed at the promotion of optimum benefits [ISO/IEC Guide 2].

3.29 **trader**

A **company** trading wood pellets. It can include the storage and / or delivery of pellets.

NOTE: The term "**trader**" also covers the term "**producer**" where the **producer's** trading activities include **small-scale delivery** or trades pellets procured from other **companies**.

3.30 **vending machine**

A self-service machine for the supply of small-scale quantities of **bulk pellets** to end-users.

NOTE: Self-service machines for the collection of pellets by **traders**, **service providers** or subcontractors are no **vending machines** in terms of this **standard**.

4. General requirements

4.1 **Complaints** submitted to **ENplus® International Management** or an **ENplus® National Licensor** shall be limited to concerns, or issues regarding **ENplus® International Management**, **ENplus® National Licensors**, **ENplus® certified companies**, **ENplus® certification bodies** and/or **ENplus® testing bodies**, and their compliance with **ENplus®** requirements and procedures.

4.2 In the event of a **complaint** involving activities of an **ENplus® certified company**, **ENplus® certification body** or an **ENplus® testing body**, the role of **ENplus® International Management** or an **ENplus® National Licensor** is an indirect one. In this instance, **ENplus® International Management** or the **ENplus® National Licensor** shall only investigate the **complaint** that has already been dealt with by the respective **ENplus® certified company**, **ENplus® certification body** and/or **ENplus® testing body**.

It is the responsibility of the complainant to provide relevant documentation to demonstrate that the **complaint** has already been submitted for investigation to the respective **ENplus® certified company**, **ENplus® certification body** and/or **ENplus® testing body**.

4.3 **Complaints** submitted regarding a specific accreditation body shall be referred to the specific accreditation body or to the European cooperation for Accreditation (www.european-accreditation.org) and/or to the International Accreditation Forum (www.iaf.nu) following their own **complaint** and **appeal** procedures.

4.4 **Appeals** submitted to **ENplus® International Management / ENplus® National Licensors** shall be limited to the decisions made by **ENplus® International Management** or the relevant **ENplus® National Licensor(s)**. Decisions relating to the **appeals** are final and cannot be **appealed** again.

4.5 It is the responsibility of the complainant/appellant to submit written information / evidence supporting the **complaint/appeal** which can be objectively verified as being accurate and correct. Any **complaint/appeal** submitted to **ENplus® International Management** shall be provided in English. **Complaints** submitted to an **ENplus® National Licensor** may be submitted in either the national language of the **ENplus® National Licensor** or in English.

4.6 Regardless of the outcome of any **complaint/appeal**, the complainant/appellant and **ENplus® International Management** or **ENplus® National Licensor** will each meet their own costs.

5. Eligibility of complaints and appeals

5.1 All **complaints** and **appeals** shall be addressed in writing to **ENplus® International Management** / the **ENplus® National Licenser**, as relevant.

NOTE: The responsibility of **ENplus® International Management** and **ENplus® National Licensers** for specific countries is available on the **official ENplus® website** (www.enplus-pellets.eu).

5.2 Where a **complaint** is submitted to an **ENplus® National Licenser** and includes international aspects, the **ENplus® National Licenser** shall then forward this **complaint** to **ENplus® International Management**. The **complaint** must be submitted no later than two weeks post initial submission and shall be translated into English.

5.3 Where the **complaint** concerns an ENplus® certified **company**, **ENplus® International Management** / the **ENplus® National Licenser** shall, with the consent of the complainant:

- a) forward the **complaint** to the relevant ENplus® certified **company** with a request to investigate the **complaint** in compliance with ENplus® ST 1001;
- b) request that the ENplus® certified **company** informs **ENplus® International Management** or the **ENplus® National Licenser** about the results of the **complaint** investigation and respective corrective and/or preventive measures;
- c) inform the relevant **ENplus® certification body** of the **complaint** with request to consider the **complaint** in the evaluation of the **company**'s compliance with ENplus® ST 1001;
- d) forward the **complaint** to the relevant **ENplus® certification body** with a request for investigation in compliance with ENplus® ST 1002; whereby the results of the **complaint**'s investigation undertaken by the ENplus® certified **company** are not satisfactory;
- e) start its own investigation of the **complaint** (see Complaint and appeal resolution process) whereby the results of the investigation conducted by the ENplus® certified **company** and relevant **ENplus® certification body** are not satisfactory.

5.4 Where the **complaint** concerns an **ENplus® certification body** and/or **ENplus® testing body**, **ENplus® International Management** / the **ENplus® National Licenser** shall, with the consent of the complainant:

- a) forward the **complaint** to the relevant **ENplus® certification body** and/or **ENplus® testing body** with request to investigate the **complaint** in compliance with ISO 17065 and ENplus® ST 1002;
- b) request the **ENplus® certification body** and/or **ENplus® testing body** to inform **ENplus® International Management** / the **ENplus® National Licenser** of the results of the **complaint** investigation and respective corrective and/or preventive measures;
- c) start its own investigation of the **complaint** (see [chapter 6](#) Complaint and appeal resolution process) whereby the results of the investigation conducted by the **ENplus® certification body** and/or **ENplus® testing body** is not satisfactory.

5.5 ENplus® International Management / the ENplus® National Licensor shall decide on eligibility of the **complaint/appeal** providing that the **complaint/appeal** is covered by the scope of this document (see [chapter 1](#)), complies with the definition of the **complaint/appeal** (see [3.1](#), [3.6](#)), and the supporting evidence in relation to the **complaint/appeal** can be authenticated as being in compliance with general requirements of [chapter 4](#), [5.3](#) and [5.4](#).

5.6 ENplus® International Management / the ENplus® National Licensor shall without delay:

- a) acknowledge to the complainant/appellant (in writing) the receipt and acceptance/rejection of the **complaint / appeal** and its justification for the result;
- b) provide the complainant/appellant with this document outlining the ENplus® **complaint** and **appeal** procedures to ensure that they are clearly understood;
- c) inform the complainant/appellant of other parties who are responsible for resolving the matter in accordance with General requirements, [5.3](#) and [5.4](#).

6. Complaint and appeal resolution process

6.1 ENplus® International Management / the ENplus® National Licensor shall assign an assessor(s) to investigate the **complaint** or **appeal**. The assessor(s) shall be competent to the subject matter of the **complaint/appeal** and shall have no involvement and/or conflict of interest with the **complaint** or **appeal** at hand. However, in justified circumstances, the assessor(s) may provide a balanced representation of concerned parties.

6.2 The assessor(s) shall undertake a thorough investigation to seek a resolution. The assessor(s) shall submit a written report in a timely manner, which will include a statement indicating whether or not the **complaint** or **appeal** has been successful. In addition, the assessor(s) shall provide an outline of recommendations on how to resolve the **complaint/appeal**.

NOTE: It is expected that **complaints** that do not require an on-site investigation should be investigated by the assessor(s) within 1 month of **complaint** submission (with the exception of those cases that are considered to be of a more complex nature).

6.3 ENplus® International Management / the ENplus® National Licensor shall approve or reject the conclusions of the report, including its recommendations and relevant corrective and preventive actions.

6.4 The results of the **complaint** resolution shall become part of the Certification Integrity Programme where it concerns the performance of an ENplus® certification body or ENplus® testing body. The results of the **complaint** resolution shall become part of the Governance Integrity Programme where it concerns the performance of ENplus® International Management / an ENplus® National Licensor.

6.5 The results of the **complaint** resolution shall be considered in the validity of the ENplus® trademark license where it concerns the performance of an ENplus® certified company.

6.6 ENplus® International Management / the ENplus® National Licensor shall, without delay, inform the complainant/appellant and other interested parties of the outcome of the **complaint/appeal** resolution process. All outcomes shall be expressed to the relevant parties in written form.

6.7 It is expected that any formally accepted **complaint/appeal** (not requiring an on-site investigation) should be resolved within 6 months of the **complaint** submission (with exception of cases that are considered to be of a more complex nature).

6.8 Where the **complaint** also concerns activities of DEPI or ENplus® certification in Germany, ENplus® International Management / the ENplus® National Licensor shall consult DEPI and inform DEPI about the results of the **complaint/appeal** resolution.

7. Record keeping

7.1 ENplus® International Management / ENplus® National Licensers shall keep records relating to **complaints** and **appeals**, including their reception - acceptance/rejection, investigation, resolution, and communication to the complainant/appellant.

7.2 The **complaints** or **appeals** resolution process relating to the ENplus® certified **companies** shall be recorded in the ENplus® Certification Platform.



The world-leading
Wood pellet certification

We are a world-leading, transparent, and independent certification scheme for wood pellets. From production to delivery, we guarantee quality and combat fraud along the entire supply chain.

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