

## **The Joint Appeals Service**

**Clients can appeal against certification decisions. The independent Appeals Service handles appeals in connection with certification decisions under a wide range of labels and guidelines. The independent Appeals Commission consists of seven experts.**

### **The Appeals Commission**

The Appeals Commission handles disputes between producers, processors, trading companies and their inspection and/or certification company, especially in regard to compliance with laws, statutes, rules and instructions and application of the equal treatment principle and of market neutrality.

### **Decisions**

The independent Appeals Commission consists of seven experts. It processes the appeals that are received, examines the certification decisions and issues a final decision.

### **Users**

The joint Appeals Service can also be used by other certification bodies to process appeals. Its broad professional basis and its ability to operate in German, Italian, French and English ensure that appeals of all types are handled consistently and fairly. You too are invited to use the joint Appeals Service.

### **Registration and further information**

We look forward to receiving your registration by telephone at +41 (0) 62 865 63 00 or via the Internet at [www.bio-inspecta.ch](http://www.bio-inspecta.ch). We shall be happy to provide further information at any time.

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