

Nordic Swan Ecolabels "APPEAL FROM LICENSING DECISIONS" A harmonized Nordic process

Decisions concerning the rejection of a license application, or the withdrawal of a license or registration can be appealed to the secretariat that made the decision.

1. All organizations have published a routine on how appeals are received, evaluated and how the decision is made.
2. Appeals must be made in writing no later than four (4) weeks after the company has received the decision from the Ecolabel Secretariat. Only the person affected by the decision has the right to request an appeal.
3. Appeals are processed by a processing body that the country's organization has named for the task. The main principle is that appeals are evaluated and decided by someone other (independent party) than the one who made the first decision.
4. The National Director informs the Licensing Group and FS of appeals received.
5. The licensing group is given the opportunity to contribute to the preparation of case documents for the further processing^{1*}.
6. If necessary, both the person who sent the appeals and those responsible for the first decision have the opportunity to be heard during the treatment process.
7. The national processing body makes a decision that cannot be appealed.
8. The person who has appealed will receive a written response from the national processing body no later than 8 weeks ** after the appeal has been received. The national director informs the licensing group and FS about the decision and any corrective actions in the national quality system.
9. The national organization or authority archives all documents about the processing.

This document is a translation of an original in Swedish. In case of dispute, the original document should be taken as authoritative.