

FOEX - Complaints Policy

FOEX encourages stakeholders to share any complaints or concerns about specific price indices, and proposed methodology changes. This Complaints Policy was developed based on requirements covered by IOSCO's Principles for Oil Price Reporting Agencies.

The first place to turn if you have a complaint or concern is to the assessor in charge of the area of your concern:

- Pulp: Martti Airisto
- Packaging and Recovered Paper: Tytti Inkinen
- Graphic Papers: Lars Halén
- Biomass and Wood: Tuomo Neuvonen

If working with the assessor in charge doesn't resolve the issue to your satisfaction, you may file a formal complaint.

How to file a formal complaint

- Submit to: info@foex.fi
- Include "Formal Complaint" in the subject line
- Include the following information, as appropriate:
 - Name(s) of the party or parties involved and preferred contact information;
 - Details of specific reports, text or data in dispute;
 - Details of any apparent failure by FOEX staff to adhere to policies or published methodologies;
 - Copies of any documents in support of the complaint
 - Details of relevant trade information you would like considered, including particulars such as prices, volumes, terms etc. (if appropriate);
 - Details of any previous correspondence held with FOEX staff on the issue in question.

Complaints may be submitted in English, Finnish or Swedish.

Formal complaint-handling procedure

FOEX will acknowledge receipt of the complaint in writing within one business day. Any complaint involving an individual or his/her work will be investigated by the next level of management.

All complaints are treated in the strictest confidence and are investigated fairly. FOEX will investigate complaints in a timely manner, aiming for resolution within two weeks, and the complainant will be kept informed of the timetable.

FOEX's policy is that price indices that have been published will not be revised in response to a complaint except if, in FOEX's sole judgment, the revision involves correcting a technical or administrative error.

If a complaint leads FOEX to recognize the need for a review of its methodological approach this will be conducted via a broad consultation process which allows for consultation with a wide industry cross-section. Methodologies will not be amended purely in response to a single complaint.

The complainant will be formally notified of the outcome of the investigation in writing. In cases when escalation is deemed necessary, the formal complaint will be referred to the board of FOEX.

FOEX will retain all information pertaining to each formal complaint for a period of five full calendar years.

Appeal

Should a complainant be dissatisfied with the way a complaint has been handled by FOEX or the final decision made, and the complaint is regarding a price assessment designated Category 1 (see Implementation of IOSCO's PRA Principles and the methodology for the assessment in question for designation of categories), the complainant may request an appeal of the issue to an independent third party designated by FOEX within six months from the time of the original complaint. Requests for appeal shall be made in writing to the director of FOEX following FOEX's response to the complaint.