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1. GENERAL ASPECTS

Recommendations, complaints, and claims may be an indicator of weaknesses in the quality control, and they will be closely watched by **NaturaCert**. The Executive Director will examine and qualify if the recommendations, complaints, and claims are justified or unjustified.

Any person (inside or outside **NaturaCert**) may submit a recommendation, complaint or claim to duly be supported to **NaturaCert** 's Executive Director through the processing of the PS-10 Report and follow-up of recommendations, complaints/claims, appeals and disputes format. The Executive Director with the support of other units of the organization will evaluate the causes, will seek the quickest solutions and if necessary, will contact the most competent agency to opt for the best solution and will contact the applicant.

2. DEFINITIONS

- 2.1. Recommendation:** It is a suggestion or formulation of ideas aimed at improving the certification/verification service.
- 2.2. Complaint/Claim:** Dissatisfaction expressed toward the products (services) of an organization or to the complaint-handling process, which expects an explicit or implicit response or resolution.
- 2.3. Justified complaint/claim:** it is a claim which evaluation results concluded that it had the right technical support to grant an answer in favor of the request.
- 2.4. Unjustified complaint/claim:** it is a claim which evaluation results concluded that it did not have the technical support to grant an answer in favor of the request.


3. OBJECTIVE

Ensure that the recommendations, complaints, and claims arising from customers are addressed in a timely and fair manner.

4. SCOPE

This procedure is applied to all companies that are subject to control according to the rule or standard to which they are applying.

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5. RESPONSIBILITIES

The Executive Director and the Quality Coordinator are responsible of receiving the recommendation, complaints/claims from customers and reply a response informing that it will be processed by **NaturaCert**. **NaturaCert** 's Executive Director and the Quality Coordinator are responsible for analyzing the purpose of the recommendation to submit the complaint /claim to the unit(s) that corresponds for them to consequently analyze the causes, formulate and implement the action plan and prepare a response for the client. The Executive Director is responsible for submitting an appropriate response to the client. All **NaturaCert** officials are qualified to deliver information regarding the procedure to anyone who is in the process of submitting a recommendation, claim or complaint.

6. PROCEDURE

6.1. Recommendations, claims/complaints against **NaturaCert**'s audit/inspection process


6.1.1. Presentation of complaints / claims

The recommendations, complaints or claims against **NaturaCert** 's audit/inspection process principle must be delivered in writing by filling out the form PS-10 Report and follow-up of recommendations, complaints/claims, appeals and disputes. It must be well founded.

A recommendation, claim or complaint can be made via telephone, in the event of technological limitations that avoid processing the PS-10 Report and follow-up of recommendations, complaints/claims, appeals and disputes format, the applicant must contact **NaturaCert**'s office where an official shall process this document with all the information of the recommendation, claim/complaint leaving evidence in the signature field that the information was gathered via telephone and indicating the time and name of the person who answered the call.

If the person concerned cannot write, the official will give phone number **NaturaCert** 's phone number to receive the recommendation, complaint/claim via telephone. A **NaturaCert** official or a third party may also complete the form on behalf of the person who wants to send the recommendation, claim or complaint; in this case the following information must be written in the signature field: name of the third party, ID number, contact number, clarifying that the form who filled out on behalf of the applicant.

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In the event that the client does not accept the auditor for performance reasons in subsequent evaluations or for conflict of interest or impartiality, he must notify the audit assistant of the complaint / suggestion, and she must make the annotation on PS-10 so that the Head of the Technical Unit or to whom she assigns make the decision of whether the reasons are sufficient or not to make the change, and if it is the case to execute the change.

6.1.2. Recommendations, claims/complaints from clients

Any person is free to make recommendations/claims/complaints against **NaturaCert's** of certification/verification system.

Upon receiving the request with the client's disagreement, the Management or the Quality Manager will send a response to the client indicating the treatment that will be given by NaturaCert, the response time to the client will be a maximum of 5 business days.

The recommendations/claims/complaints will be reviewed by the Executive Director and the Quality Coordinator, who will examine the PS-10 Report and follow-up of recommendations, complaints/claims, appeals and disputes and before submitting it to the appropriate Division(s) responsible for analyzing the causes that generated the suggestion/claim/complaint and formulate an action plan that may include the implementation of corrective actions. By filling out the PS-10 Report and follow-up of recommendations, complaints/claims, appeals, and disputes form, it will be possible to keep record of the action plan and/or the response to the client's request.

After examining the suggestion/claim/complaint throughout a period no longer than 18 business days (Monday through Friday) counted from the notification formal notification of the acceptance of the comment as complaint handling, **NaturaCert's** Executive manager will give a result to the review.

If it was not possible to respond within the period stipulated, **NaturaCert's** Executive Director must at least inform about the current conditions of the evaluation and shall not mention a date for the resolution of the matter.

Once the response has been delivered to the client with the solutions to the situation, the client will have 10 working days to give a positive or negative response on the treatment

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given, if no response is given, acceptance will be understood, and the case will be closed. If, on the contrary, the client mentions that he/she does not agree with the solution given, he/she will have to file a dispute to reevaluate the situation with the Executive Management.

Additionally, the Quality Manager will follow up on the actions taken one month after the response to corroborate that all proposed actions have been implemented.

For Rainforest Alliance processes, where the client can approve or not a report, it shall be considered that when the client does not approve its audit report, even after an adequate correction of the document has been presented, the certification decision maker shall place the decisions reflected in the report questioned by the client before the Certification Committee for it to recommend a decision on the matter. The chairman of the Certification Committee may convene to this session the audit team that carried out the audit and if also considered the client, in order that the Certification Committee argues before issuing the recommendation. The person responsible for the certification decision shall send a second response to the complaint or claim to the client.

6.2. Recommendations, claims/complaints against *NaturaCert's* actions


The recommendation, claims or complaints against *NaturaCert's* actions must be submitted in writing by filling out the PS-10 Report and follow-up of recommendations, complaints/claims, appeals, and disputes form. It must be well founded.

Since these are actions taken by an organization and not by an individual, the complaint must be submitted to the Chairman of *NaturaCert's* Board of Directors, to carry out a case study and take the appropriate measures aimed at the improvement of the organization.

6.3. Record and filing of suggestion, claims/complaints

Recommendations, claims and complaints and all related procedures are to be filed in the recommendations, Claims and Complaints folder.

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6.4. Claims record and disposition from *NaturaCert* clients' suppliers

All active clients of *NaturaCert*'s certification/verification program must count with a system of recommendations, claims and complaints from the client's suppliers regarding the certified/verified product.

NaturaCert's auditors/inspectors must verify the request, for which the customer must allow review by *NaturaCert* auditor/inspector at the time of the visit or whenever it is required by *NaturaCert*.

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