	RECOMMENDATIONS AND CLAIMS/COMPLAINTS MANAGEMENT	Code 30 MP-S-02
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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

Guarantee that the suggestions, complaints, and claims that may arise from any interested party are addressed in a timely and fair manner.

4. SCOPE

This procedure applies to all congratulations, suggestions, complaints, and claims presented to NaturaCert by any interested party, starting with the presentation of the comment until the follow-up of the proposed actions.

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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. Claims/complaints against **NaturaCert**'s audit/inspection process

6.1.1. *Presentation of complaints / claims*

The 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 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 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 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.

In the event that the client does not accept the auditor for performance reasons in

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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. Claims/complaints from clients

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 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 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 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** the Quality personal 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 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.

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

6.2. Claims/complaints against *NaturaCert*'s actions

The 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. Suggestions of the Audit/Inspection Process or *NaturaCert* actions

Suggestions regarding the audit/inspection process or the service provided by *NaturaCert* must, in principle, be delivered in writing by filling out the PS-10 Report and follow-up of suggestions, complaints/claims, appeals, and disputes form.

However, a suggestion can be made by telephone when the person so wishes. To do so, the interested party must contact the *NaturaCert* office, where an official will fill out this document with the information of the suggestion, leaving a record in the field of signs that this information was received by telephone, indicating the time and the name of the person who answered the call.


Suggestions may also be received through monthly satisfaction surveys conducted by the Quality Office for customers.

These will be reviewed by the Executive Directorate and the Quality Manager in thematic blocks on a quarterly basis, from this analysis feedback will be made to the units or people involved so that they implement the necessary actions and thus avoid the recurrence of the observation made to the service or action of *NaturaCert*.

6.4. 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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6.5. 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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