

Complaints, appeals and reclamations concerning RSPO

This document regulates the actions of agroVet GmbH, if there are any

- reclamations or
- any complaints or
- appeals

concerning

- financial matters or
- inspection or certification decisions, or
- companies certified by agroVet GmbH or
- products certified by agroVet GmbH.

Every party concerned can lodge complaints and appeals: customers as well as interested or third parties.

Definition of terms:

Reclamation: everything that has to do with **financial** uncertainty

Appeals: from a **customer** concerning the result of inspection or certification

Complaints: from **customers** or **third or interested parties** concerning the inspection or certification, or belong to a customer of agroVet or a product that has been certified by agroVet. If you have any reclamations, appeals or complaints you want to send to agroVet GmbH, you will find the necessary information and a description of the internal procedures in this document.

Process Description:

All complaints, appeals and reclamations will be treated confidentially by agroVet GmbH.

1. Arrival of written complaints, appeals or objections in the agroVet office via online contact form: <http://www.agrovet.at>
written letter, sent to Königsbrunner Straße 8, A-2202 Enzersfeld
e-mail: enzersfeld@agrovet.at

Note:

Clients have to send the complaints or appeals for legal reasons within 14 days after having got the audit result to the office.

2. Third parties may also send complaints concerning our certified customers or products accordingly in writing, and we will promptly review the matter following our internal procedure.
The relevant persons who have sent the complaint or appeal will be informed of the receipt within two working days.
3. Internal review of your concern and immediate contact of the responsible, independent person.

4. If needed, the responsible employee handling the complaint or appeal contacts and communicates with the party making the complaint /appeal. If the complaint, appeal remains, the issue will be forwarded to the steering committee of agroVet GmbH.
5. The steering committee shall take the appropriate decisions, involving the general management.
6. The client/third or interested party that claimed the complaint, appeal or reclamation, shall be informed about the final decision in written form.

Note:

The client or third or interested party will be asked 14 days after the decision how they were satisfied with the treatment of the complaint or appeal. The results are documented and evaluated and flow into the in the permanent improvement process.

Furthermore, the company/third party has the right to file a complaint directly to the accreditation bodies, standard owners or relevant authorities.