



COMPLAINTS AND APPEALS PROCEDURE FOR RAINFOREST ALLIANCE

Objective:

Develop a complaints and appeals procedure in accordance with ISO 17 065 and the Rainforest Alliance 2020 Standard.

Scope:

For all certified operators under the Rainforest Alliance 2020 Standard.

Procedure:

In case of disagreement with a decision, the affected person has the right to file a complaint or to appeal a decision. The affected person must notify in writing of any disagreement or incident on the service or the inspection results or Rainforest Alliance certification provided by Mayacert, using the MAYACERT's complaint and appeals form reserved to Rainforest Alliance and available on the Mayacert web site under the FQ-RA code, including the e-mail address, as well as telephone contact and the postal address of our head office.

Once the information is received, it is followed up depending on the type of complaint or appeal, and the corresponding department. If the case requires it, the MAYACERT's Evaluation and Assessment Department review again the contested inspection report. And, if applicable, a re-inspection carried out at the reference in question, which will be done with a different inspector than the one who carried out the first inspection, and may be accompanied by MAYACERT's manager, to attach other elements of judgment, which will then be discussed by the Evaluation and Assessment Department. If the opinion ratifies what has been expressed in the first inspection, the contesting is rejected, otherwise, correctives measure will be taken as required by the case in accordance with the re-inspection.

MAYACERT accept and evaluate the risk of anonymous complaints. However, the complaints are investigated only if they have sufficient preliminary evidence and information. The filing of the complaints on behalf of a group, such as communities or trade union organization, shall have at least one contact person to handle communication and other investigations.

The Evaluation and Assessment Department will provide the explanations and grounds for the case within 10 calendar days to the claimant and will take actions on the complaint.

MAYACERT will inform to affected person about the processing advance of his complaint, appeals or suggested claimant, in parallel to the development of the process. For which the following favorable moments recognized for the issuance of such communications:

1. Information Analysis
2. Analysis Results
3. Re-inspection on the reference site (if applicable)
4. Re-inspection results / Correctives actions (In case there are any)
5. Conclusions by MAYACERT
6. Rainforest Alliance Intervention (If the nonconformity continues)

In the latter case, the customer will be informed in the same proposed sequence.

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The written notifications submitted by the affected persons regarding any nonconformity, the FQ complaint and appeals formats and the follow-up together with the solution given by MAYACERT will be documented in a digital file in charge of the coordinator of the Evaluation and Assessment Department and in the operator's file.

If the complaint submitted not include contact information to reply, then MAYACERT will complete the process and will log on the Rainforest Alliance Consultancy Platform.

MAYACERT will have 30 calendar days for the resolution of complaint (including making a certificate decision if investigation audit is conducted), will inform promptly to Rainforest Alliance if it needs a longer period is needed.

If an operator files a contestation demonstrating that an inspector has interest conflict, incompetence, dishonesty, bias, etc., MAYACERT will investigate the case and if it confirms the reasons for the contestation, the inspector will be changed.

To ensure that there is no interest conflict, the personnel (including those working at management level), making the decision resolving the complaint or appeal must not have been involved in the certification activities related with the complaint or appeal.

Similarly, the personnel (Including those working at management level), who have provided consulting services to a customer, or have been employed by a customer, must not be use by MAYACERT to review or approve the resolution of a complaint or appeal for that customer for the 2 years following the end of the consultancy or employment.

As in every process, MAYACERT guarantees the confidentiality of the complainant, unless the complainant authorizes us or the Rainforest Alliance to share this or any other information it shares publicly. Also, the commercial information or intellectual property about the audited operation will not be disclosed in any public document about the complaint without the Certificate Holder's written consent.

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