



Center for Resource Solutions Complaints Procedures

Any stakeholder has the right to register a complaint against CRS and its standards. The following complaints procedure shall apply if:

- Complaints are received that a standard is not adhering to the CRS Standard Setting Procedures or to the ISEAL Code of Good Practice for the development of Social and Environmental Standards;
- Complaints are received regarding the content of a standard;
- Complaints are received regarding a certified product;
- Complaints are received regarding companies selling a certified product;
- Complaints are received regarding CRS employees or contractors; or
- Complaints are received regarding the management of safeguarding and impartiality by the certification body.

Procedure

To register a complaint with the Secretariat, the complainant must include the following information:

- Name and contact information;
- Reason for the complaint;
- Evidence sustaining the complaint; and
- Any potential conflicts of interest related to the complaint.

Upon receipt of the complaint, the Secretariat will:

- Confirm receipt to the complainant within 10 business days;
- The Secretariat will evaluate whether the complaint is valid and contains all of the required information;
- The Secretariat will notify the complainant if the complaint is accepted or rejected. Accepted complaints will be passed along to the appropriate party.
 - a. Complaints against certified products or companies selling a certified product will be handled by certification program staff.
 - b. Complaints against CRS employees or contractors will be handled by the Executive Director.
 - c. Complaints against the content of a standard, the standard setting procedure, or the management of safeguarding and impartiality of certification, will be handled by the Green-e Governance Board; and
- The appropriate party will investigate the complaint and make a determination within 60 days.

Rejection

A complaint will be rejected if it does not contain the required information, or if it is irrelevant. If a complaint is rejected, the complainant will receive notification of the rejection, and the reason for the rejection. The complainant has one calendar month to amend the complaint and resubmit it. If upon resubmission, the complaint is still invalid or irrelevant, it will be rejected again at which time the complaint will be abandoned.

Acceptance

When a complaint is accepted, the Secretariat will notify the complainant of the acceptance, the name and contact information of the appropriate party handling the complaint, the next steps, and the time frame for a final decision to be made.

Reporting

Records will be kept for all received complaints, both rejected and accepted. Records will include:

- Name of complainant;
- Reason for complaint;
- Acceptance or rejection; and
- Final outcome.

The following types of complaints and the final outcome will be publicly available on the website:

- Complaints received that standard is not adhering to the CRS Standard Setting Procedures or to the ISEAL Code of Good Practice for the development of Social and Environmental Standards; and
- Complaints received regarding the content of a standard.

The following types of complaints will be available by request only, and certain information may be withheld in the event the complaint is deemed irrelevant.

- Complaints are received regarding a certified product;
- Complaints are received regarding companies selling a certified product; or
- Complaints are received regarding CRS employees or contractors.