

Policy for appeals and complaints

EcoControl is responsible for gathering and verifying all necessary information (as far as possible) to progress the complaint or appeal to a decision.

It is EcoControl policy that appeals, and complaints are tools in order to verify the system and to correct it if necessary. In consequence EcoControl will conduct a root cause analyses for each appeal and complaint to find sustainable corrective actions.

EcoControl will never try to cover any wrong decision, action or behaving. EcoControl shall always be open for true arguments. The major objective of EcoControl quality word is to achieve common understanding about issues. Internal or external complaints are handled with care and the person placing a complaint is never blamed or gets negative reputation.

The decision resolving the appeal shall be made by, or reviewed and approved by, person(s) not involved in the certification activities related to the appeal.

Communication of appeals

All customers have the right to appeal to any certification decision.

If appeals lead to a correction of the certification decision the scheme owner shall be informed immediately.

If complaints are related with the technical correctness of evaluation results, NATRUE will be informed immediately after the complaint has been closed.

EcoControl shall inform NATRUE about complaints and appeals by providing at the end of every calendar year a resume of complaints and/or appeals and actions taken to address them.