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(Reference- ISO 17065:2012)

7.13 Complaints and Appeals

7.13.1

GreenCert maintains a documented process to receive, evaluate, and make decisions on all complaints and appeals. All complaints, appeals, and corresponding actions taken to resolve them are recorded and tracked.

7.13.2

Upon receipt of a complaint or appeal, GreenCert confirms whether it relates to certification activities under its responsibility. If confirmed, GreenCert addresses the matter in accordance with established procedures.

7.13.3

GreenCert formally acknowledges receipt of every complaint or appeal.

7.13.4

GreenCert is responsible for gathering and verifying all information necessary to process the complaint or appeal and progress it to a decision.

7.13.5

Decisions resolving complaints or appeals are made, reviewed, and approved by individuals who were not involved in the certification activities related to the complaint or appeal.

7.13.6

To ensure impartiality and avoid conflicts of interest, GreenCert ensures that personnel (including those in managerial roles) who have provided consultancy to, or have been employed by, a client/operator are not involved in reviewing or approving resolutions for that client/operator's complaint or appeal within two years following the end of such consultancy or employment.

7.13.7

Wherever possible, GreenCert provides formal written notice of the outcome and closure of the complaint process to the complainant.

7.13.8

GreenCert also provides formal written notice of the outcome and closure of the appeal process to the appellant.

7.13.9

GreenCert takes all necessary subsequent actions to resolve the complaint or appeal and ensure that corrective and preventive actions are effectively implemented.

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Approved by : CEO



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(Reference- NPOP 8th Edition)

Complaints may be made against staff members, committee member, applicant or certified operators of GreenCert.

Written complaints received against a certified operator shall be investigated and the investigation activities and results are documented. Investigations that result in finding a potential major noncompliance may result in an additional inspection at the expense of the certified operator or noncompliance proceedings applicable to the certification program.

Anonymous complaints without sufficient documentation cannot be investigated.

Certified operations must report all complaints received from their consumers regarding their operation or product annually with the applicable Organic Plan(s) and make the complaint log available to the inspection officer during the inspection or when requested by authorized representatives of GreenCert or NAB.

GreenCert shall investigate complaints against production and handling operations certified by GreenCert in accordance with the Complaint Procedure (OM 22).

Complaints submitted to the GreenCert office must provide the following information: State that the submission is a complaint;

Details and explanation of the complaint or alleged offense, including dates and names of those involved; Supporting documentation; and Name, contact information, and signature of the complainant.

Investigation of complaints or alleged offenses received by GreenCert that lack any of the above information is at the discretion of GreenCert.

Applicants, certified operations and third parties have the right to appeal or dispute a certification decision. The certification body informs the operators of the appeals procedure at the time of certification.

Any applicant or certified operation may appeal a non-compliance or denial or suspension/revocation of certification when it is believed the decision was not made in accordance with the NPOP program standards and requirements, policies or procedures.

All appeals shall be reviewed, heard, and decided by people not involved with the decision being appealed.

Appeals are heard by the Appeals committee.

Appeals are to be filed and heard in accordance with the Appeals Procedure as given in the operating manual.

The appeal must be received by GreenCert office within 15 days of the date of the certification decision. The appeal is disposed of within 2 months.

All written communication involved in the appeal is sent to the appellant's address of record on file with GreenCert. GreenCert maintains records of all the appeals.

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