

RECEIPT OF COMPLAINT/APEAL /CLAIM/DENUNCIATION

Through this form you can express your opinion about the service provided by Control Union Services for which you do not feel satisfied. Our goal is to achieve the satisfaction of our customers through the services provided in an impartial manner.

You can review the procedure for handling complaints, appeals, claims and denunciations in section 13 of the General Certification Rules - chapter 1; available to any party interested in:
(peru.controlunion.com)

Complaints, appeals, claims and denunciations are always received in writing in Spanish or English to calidad.peru@controlunion.com, with the exception of those related to the Rainforest Alliance program that will be accepted and managed in the official languages of the countries where there are active certificates.. If it is a language other than Spanish or English, the answers will be handled bilingually (Spanish/language or English/language).

When a complaint, appeal, claim, or denunciation is rejected, the sender will be informed in writing, stating the reasons. Only those that are accepted will follow the procedure established in the Certification General Rules (P12.CONTR.A2 section 13).

Definitions:

- a) Complaint:** formal expression of dissatisfaction of any person or organization related to the activities of the conformity assessment body, e.g. behavior of a CU employee, CU methodology, or work performed under the contractual responsibility of a critical or outsourced office, where a response is expected.
- b) Appeal:** formal request for reconsideration before a certification decision within a certification process, or request from the supplier of the object of evaluation of conformity to CU to reconsider a decision taken in relation to said object.
- c) Denunciation:** expression of dissatisfaction or denunciation of any person or organization with respect to a client certified by CU, which is not sufficiently substantiated to be classified as a complaint, but a response is expected. Denunciations can be anonymous or confidential.
- d) Claim:** formal request for a financial settlement. Claims are not considered complaints or appeals.

HOW TO PROCEED IF YOU WANT TO FILE A COMPLAINT, APPEAL, CLAIM OR DENUNCIATION:

1. Complete the box below with the reason of your complaint/appeal/claim/denunciation.
2. Send the email to calidad.peru@controlunion.com
3. Please note the following before filing your complaint/appeal/claim:
 - Complaints: you must file it within 6 (six) weeks after the event that gave rise to the complaint.
 - Appeals: you must submit it within 6 (six) weeks of the certification decision.
4. The information must be complete so that it is not rejected.
5. After 10 days you will receive a communication indicating whether the complaint, appeal, report, or claim has been accepted, who will be the person responsible for managing it and the time in which you will receive the results:
 - If it is a complaint, this time will not be greater than 30 days.
 - If it is an appeal/denunciation, the maximum period to issue a result is in accordance with the Certification General Rules for each program (P12.CONTR.A02 section 13.).
6. Remember that the fact of having filed a complaint, appeal, denunciation, or claim, in no case does it give rise to discriminatory actions against you or the interested party.
7. The assigned person will investigate the information, if necessary, the scheme owner can be consulted.

8. If the complaint/appeal/denunciation/claim cannot be resolved within the established time, you will be informed of this.
9. After the time indicated in point 5 has elapsed, the person assigned to respond to the complaint/appeal/denunciation/claim will send you a letter with the resolution of the case.
10. If the client does not agree with the results, the client may present a new complaint once only, which will be handled by a higher instance within a period of 30 calendar days, after which a written response will be issued. At the end of 30 calendar days, CU will conclude the complaint/appeal/claim/denunciation process.
11. See section 13 of the General Certification Rules for more detail regarding some programs.

Organization name		Date	
Address			
E-mail		Telephone	

Complaint/Appeal /Claim/Denunciation

Please specify your complaint/appeal/claim/denunciation as clearly as possible ("who, what, where, when") and provide all necessary documentation, if applicable. Attach documents if necessary

Abc...