



Complaints Policy of Soil Association Certification

Soil Association Certification (SA Certification) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at SA Certification knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, expressing any of the following:

- Dissatisfaction with any service provided by SA, SA Certification or its subcontractors
- Disagreement with any policy or procedure carried out by SA/SA Certification
- An issue regarding fees and charges requested by SA Certification
- Perceived breach by SA/SA Certification of regulation, standards or principles
- Quality or integrity issues with a product, service or claim made by an SA Certification licensee
- Concern about unlicensed organic trading, claims or use of SA trademarks

Where Complaints Come From

Complaints may come from any person or organisation that has a legitimate interest in SA Certification.

A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should use SA Certification's Discipline and Grievance policies.

If you wish to make a complaint, you can email cert.complaints@soilassociation.org or your certification officer. If you have something you need to enclose with your correspondence you could send a letter to Client Services, Soil Association Certification Ltd • Spear House • 51 Victoria Street • Bristol • BS1 6AD. If you wish to speak to someone, then please either call your certification officer, or a member of the Client Services team on 0117 987 4564.

We aim to answer all customer complaints with a response which is timely, clear and which addresses all the principal issues raised.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Review

This policy is reviewed regularly and updated as required.

Last reviewed: October 2018

If you require any further information, please contact:
Soil Association Certification Ltd
Spear House • 51 Victoria Street • Bristol • BS1 6AD
Telephone 0300 330 0100 • Fax 0117 314 5001
e-mail: cert.complaints@soilassociation.org
website: <https://www.soilassociation.org/certification>