

### 1. INTRODUCTION

#### 1.1. Purpose of this document

Fairtrade Norway is committed to the adherence to the Fairtrade Standards and policies and is part of our role as a licensing body to ensure our customers are meeting their requirements under the standards. This policy defines what an allegation is, and our approach to investigating any claims.

#### 1.2. What is an allegation?

An allegation under this policy refers to an accusation, made by a third party claiming that a Licensee is violating the Fairtrade Standards, policies and procedures, is damaging Fairtrade's reputation, is misusing the FAIRTRADE Marks or is in breach of its License Agreement.

### 2. SUBMITTING AN ALLEGATION

#### 2.1. How an allegation may be submitted

An allegation can be submitted by any party, which may include a member of the public, a Fairtrade customer, an NGO, or a labour union. Anonymous allegations can be submitted, however our ability to investigate anonymous allegations may be limited due to the nature of the reporting. All submitted allegations will be treated with the strictest of confidence, to ensure the identities of the parties are protected.

All allegations must be submitted in writing and addressed to: [bedrift@fairtrade.no](mailto:bedrift@fairtrade.no). If you need assistance in submitting an allegation, please contact Fairtrade Norway.

#### 2.2. What information is required when submitting an allegation?

When submitting an allegation, please provide as much information as possible:

- Your name, job position and contact details
- The name of the organization and FLO ID (if known)
- Which Fairtrade criteria is your allegation relating to
- Describe the issues you are alleging
- Attach any documentation to support your claim

#### 2.3. Handling procedure

Your allegation will be assigned to a relevant staff member for investigation. Any person with a conflict of interest in relation to the allegation will be excluded from the review and decision-making process.

The staff member will make an initial assessment of the claim, to ensure its validity and determine the investigation process.

If the allegation concerns a purely certification related matter, it will be transferred to Fairtrade Norway's certification body, FLOCERT.

The reasons an allegation may not be investigated further are:

- the organization is not Fairtrade certified or licensed;
- the allegation is not linked to a breach of the Fairtrade Standard or policies; or
- the allegation has no link to the Fairtrade standards or policies.

Fairtrade Norway will make reasonable effort to establish the facts and gather the relevant information regarding the allegation. The level of investigation will be commensurate with the seriousness of the allegation.

Once we have investigated your allegation, we will provide you with a written response.

If you are dissatisfied with Fairtrade Norway's process in handling your allegation, you may contact Fairtrade International (by email to [assurance@fairtrade.net](mailto:assurance@fairtrade.net)) to request further review.

Note that if the result of the investigation finds no evidence that Fairtrade standards, policies or contract were breached, the allegation will be dismissed.

### 2.4. Timeframes

The investigation should be completed within a 3-month time frame but may be quicker if the allegation is high risk.

## 3. OUR QUALITY CONTROLS

All conversations and documents relating to the submitted allegation will be handled as confidential information and will be disclosed only to the extent that is necessary. Disclosure may be to Fairtrade International, FLOCERT and to anyone involved in the allegation and its investigation.

A log of allegations including all related records, and their outcomes are maintained by Fairtrade Norway for at least five years.