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| **8.1 Complaint Form**  Please use this form to report to Fairtrade International any **formal** complaints. These complaints can relate only to the SOPs and the way in which standards are developed, not their content.  Your comments will be received by the Standards Unit and addressed jointly with our Quality Management department. SU will notify receipt of this form within 10 days and the decision whether the complaint can be accepted within 30 days.  For any other type of feedback and general comments, please use our online form at the following link http://www.fairtrade.net/standards\_contact\_us.html | | |
| **Last name:** | | **First name:** |
| **Stakeholder type:**  Producer  Trader  Labelling initiative  Licensee  Consumer  None of the above  Please specify: | | |
| **FLO Operator ID**  **(if applicable):** |  | |
| **Contact details:**   * **email address** * **phone number** |  | |
| **Date:** |  | |

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| **A. GENERAL INFORMATION** | |
| Please specify the objective of your complaint:   * 1. **Report about SOP being non-compliant with ISEAL Code of Good Practice for Setting Social and Environmental Standards (Version 6.0 – December, 2014)**   Please specify which SOP the alleged incompliance refers to:  a. Standards Operating Procedure (SOP) – Development of Fairtrade Standards  b. Standards Operating Procedure (SOP) – Development of Fairtrade Minimum Prices and Premiums  c. Standards Operating Procedure (SOP) – Complaint against Fairtrade Standard Setting  If you have ticked one of the options in these sections, please fill in part **1 below**   * 1. **Report about procedural non-compliance with SOP in the development of a Fairtrade Standard**   Please specify which Standard the alleged incompliance refers to:  If you have ticked one of the options in these sections, please fill in part **2 below**   * 1. **Report about procedural non-compliance with Project Assignment** **in the development of a Fairtrade Standard**   Please specify which Standard review the alleged incompliance refers to (please mention the Project Assignment title, if possible):  If you have ticked one of the options in these sections, please fill in part **3 below** |  |

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| **B. FEEDBACK**  **Please fill in the section below relevant to you to help us understand which incompliance you have observed.**  1. Report about SOPs non-compliance with ISEAL  2. Report about procedural non-compliance with SOP  3. Report about procedural non-compliance with Project Assignment |
| 1. Report about SOPs non-compliance with ISEAL Fairtrade International is a member of the ISEAL Alliance. The SU SOPs have been developed in accordance to the ISEAL Code of Good Practice for Setting Social and Environmental Standards (Version 6.0 – December 2014). In this section you can report any incompliance with between the SU’s SOPs and this Code.   1. Which requirement(s) of the ISEAL code has not been adequately transposed in the SU’s SOPs? Please indicate the exact number      1. Which section(s) of the SOPs is affected by this incompliance? Please indicate the exact number      1. Please explain in which way the SOPs are not adequately interpreting the ISEAL requirement      1. What is your suggestion to amend the SOPs incompliance?      1. How have you been affected by the incompliance? |
| **2. Report about procedural non-compliance with SOP**  In this section you can report about any **procedural incompliance** with the SOPs in developing / modifying Fairtrade Standards (ISEAL Code requirement clause 5.11)   1. Which new Standard has been allegedly developed / modified without respecting the SOPs? Please be very precise in describing the project in question. If possible, mention its exact title, as named in the Project Assignment, SU Workplan, Standard Announcement…      1. Which provision of the SOPs has not been complied with? Please specify the exact number of the paragraph      1. In which way has the procedure not complied with the SOPs?      1. What is your request to the SU? |
| **3. Report about procedural non-compliance with Project Assignment**  In this section you can report about any **procedural incompliance** with the Project Assignment in developing / modifying Fairtrade Standards   1. Which new Standard has been allegedly developed / modified without respecting the Project Assignment? Please be very precise in describing the project in question. If possible, mention its exact title, as named in the Project Assignment.      1. Which part of the Project Assignment has not been complied with? Please specify the exact part (mention the exact header as it is in the Project Assignment)      1. Please explain what was done differently from the Project Assignment plan or any following project communication amending the original Assignment, as foreseen by the SOPs.      1. How have you been affected?      1. What is your request to the SU? |

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| Any other comments/suggestions: |

**FOR DIRECTOR STRATEGY AND STANDARDS DECISION:**

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| **Complaint**  **accepted**  **rejected** |
| **Rationale of decision:** |
| **Action to be taken/ next steps:** |
| **Date:** |