Complaint Form

The undersigned, being a representative of the organization mentioned, wants to report a complaint as stated herein. The complaint will be dealt with in accordance with the Foundation FSSC Complaint procedure (latest version). *Kindly review the complaint procedure before submitting a complaint, Failure to comply with the conditions in the procedure can result in the complaint being rejected.*

After filling out this form, please send to [ip@fssc.com](mailto:ip@fssc.com)

|  |  |
| --- | --- |
| **DETAILS** | |
| Organization Name |  |
| Name and Surname |  |
| Job Title/Function |  |
| Address |  |
| Telephone + country code |  |
| E-mail |  |
| Website (when applicable) |  |
| Date Complaint Report Issued |  |

|  |  |
| --- | --- |
| **COMPLAINT RELATED TO:** (Please tick applicable box) | |
|  | Accreditation Body |
|  | Certification Body |
|  | Certified Organization |
|  | Scheme |
|  | Foundation |
|  | Other (please specify) |

|  |  |
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| **REASON FOR COMPLAINT:** (Please tick applicable box) | |
|  | Situation that puts the integrity of certification at risk |
|  | Misuse of FSSC Logo |
|  | Situation that brings the brand/image of the Foundation FSSC into disrepute |
|  | Other (please specify): |

|  |  |
| --- | --- |
| **DETAILS OF COMPLAINT** | |
| Date when situation was detected: |  |
| Location of Incident: |  |
| Scheme: | FSSC 22000   FSSC 24000  Other |
| Name of CB / Organization involved |  |
| If there are others who have witnessed the situation, please provide contact data: |  |
| Have you reported this complaint before? - If yes, specify the date and reason why you are reporting it again |  |

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| **DESCRIPTION OF THE COMPLAINT** |
| Please specify in detail the nature of the complaint, including timelines and facts as applicable. |
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| **ADDITIONAL REMARKS** |
| Please provide any additional supporting data/evidence as applicable. |
|  |

|  |  |
| --- | --- |
| **SIGNATURE** | **DATE** |
|  |  |

|  |  |
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| **FOR FSSC USE ONLY** | |
| Complaint Accepted? | Yes / No (Reason): |
| Name/Function/Date |  |

**DISCLOSURE:**

The person or organization making the complaint cannot derive any rights from the fact that the Foundation FSSC has taken the complaint into account. Any risk of damage resulting from claims remains completely with the complainant.

The person or organization agrees that the information provided can be shared with the defendant.