

# GCP COMPLAINT PROCEDURE

GCP\_Doc\_050A\_Complaint Procedure GCP-baseline setting  
procedure v2.0 en | March 2017



**GLOBAL COFFEE  
PLATFORM**

for a sustainable coffee world

# GCP COMPLAINTS PROCEDURE ON GCP- BASELINE SETTING PROCEDURE

4CDoc\_050a\_Complaint Procedure on GCP-  
baseline Setting Procedure\_v2.0\_en

# GCP COMPLAINT PROCEDURE

GCP\_Doc\_050A\_Complaint Procedure GCP-baseline setting  
procedure v2.0 en | March 2017



## Version 2.0: March 2017

### Document history

Version	Effective date / as of	Details of Change
V1.0 en	March 2017	Release of first version of Complaints Procedure applicable to the GCP-baseline Setting Procedure

© 2017, Global Coffee Platform. All rights reserved.

No part of this work covered by the copyright may be reproduced or copied in any form or by any means (graphic, electronic or mechanical, including photocopying, recording, recording taping, or information retrieval systems) without the written permission of the copyright owner.

The document is subject to regular evaluation and revision according to needs. Only the latest version can be considered as the valid document. Legally valid documents are available through the Secretariat of the Global Coffee Platform. The Global Coffee Platform accepts no responsibility or liability whatsoever without prior consent.

The Global Coffee Platform reserves the right to undertake relevant steps to protect its copyright in case of breach, misuse, inappropriate use or infringement of this copyright.

For documents translated into languages other than English, the English language version remains the definitive version and Global Coffee Platform accepts no responsibility for any discrepancies between translated versions.

## INDEX

INDEX.....	3
1. PURPOSE: .....	3
2. SCOPE:.....	3
3. DOCUMENTS: .....	3
4. DEFINITIONS:.....	3
5. ROLES AND RESPONSIBILITIES: .....	4
6. DESCRIPTION OF THE PROCEDURE .....	4

## 1. PURPOSE:

This procedure outlines a process to file a complaint related to the procedure by which the GCP-baseline is set.

## 2. SCOPE:

This procedure can be used by anyone interested in filing a complaint on the way in which the GCP-baseline is defined, especially if not meeting the updated version of the GCP-baseline Setting Procedure.

Comments or complaints on the GCP-baseline content are considered as feedback and inputs for improving the GCP-baseline in their next revision.

## 3. DOCUMENTS:

- GCP-baseline Setting Procedure v2.0 March 2017
- Letter, e-mail, or any other documented way in which the person informs and explains their complaint.
- Setting Social and Environmental Standards - ISEAL Code of Good Practice Version 6.0 – December 2014.

## 4. DEFINITIONS:

Complaint - A formal (written) expression of dissatisfaction by any related party about any other party intentionally not following specified rules or regulations as described in procedure to define the GCP-baseline.

## 5. ROLES AND RESPONSIBILITIES:

Any person interested in coffee, sustainability and a functional the Global Coffee Platform has the right to lodge complaints when feeling discontent with the procedure by which the GCP-baseline is defined.

- Executive Director: responsible to handle complaints in case of escalation
- Program Manager: responsible to handle all complaints
  - o Receives complaints
  - o Makes an assessment of the nature of the complaints
  - o Make first efforts to settle the cases within its authority
  - o Forwards complaints to the Executive Director in case of conflict of interest
  - o Reports to the Executive Director (and Board if necessary) on complaints
  - o Informs interested parties on decisions regarding procedural complaints
  - o Prepares and updates a summary of complaints and their handling status.

## 6. DESCRIPTION OF THE PROCEDURE

A party interested in filing a complaint, addresses it to the Global Coffee Platform Secretariat.

### 6.1. Filing of complaints:

Formal complaints must be sent in written form (via email, letter) to the Global Coffee Platform at [info@globalcoffeeplatform.org](mailto:info@globalcoffeeplatform.org) or post address Adenauerallee 108, Bonn 53113, Germany

A complaint must include a clear description of the nature of the complaint and supporting evidence. Grounds for complaints should be reasonable. Note that complaints lacking clear justification and supporting evidence will be considered irrelevant and will not be processed.

### 6.2. Reception of the Complaint:

Person(s) leading the handling and resolving a complaint is (are) not directly involved in the activities of defining the GCP-baseline that relate to the complaint. Within the following five (5) working days from receiving the complaints, the GCP Secretariat acknowledges receipt with initial confirmation of ir-/ relevance of the complaints and informs of the next steps.

### 6.3. Evaluation of the Complaint:

An evaluation of a complaint based on gathered and verified necessary information is carried out by relevant person(s) at the Secretariat. All the complaints that lack clear justification and supporting evidence will be considered irrelevant and will not be processed and the complainant will be informed

### 6.4. Gathering information on the complaint process:

The person(s)/ organisation directly involved in the complaint must be contacted for establishing the facts from different sides for as comprehensive a view of the situation as possible.

## 6.5. Decision on the complaint:

After gathering the information from a complaint, the responsible person shall analyse and recommend solutions or actions that needed to be carried out – this process shall not take more than fifteen (15) working days. The recommendations will be sent to the Program Manager, or in case of a conflict of interest then to the Executive Director, for approval. The GCP Secretariat will implement any subsequent action needed to resolve complaint.

## 6.6. Communication of the outcome of complaints:

Findings and conclusions of the evaluation are communicated to both complainants and the affected parties within the next fifteen (15) working days after acknowledgement notice has been sent out.

## 6.7. Receiving request for revision of the conclusion:

The GCP-secretariat will appoint a person in charge of the re-analyses of the complaint. If not possible to solve, then the process is transferred to the Executive Director for resolution. The Executive Director may consult with the Technical Committee.

## 6.8. Register regarding complaints:

All cases will be analysed at the GCP Secretariat to draw lessons learned, and develop and implement improvement activities. The GCP Secretariat logs all complaints.

Below is the overview table of major steps and corresponding timeline:

Step	Responsible	Maximum Process Time
Send complaint	Any interested party	Day 0
Acknowledge receipt	Secretariat	5 working days as of reception
Gather info, analyse, recommend	Secretariat (person independent from code setting process)	15 working days as of acknowledging reception
Communicating outcome to the parties	Secretariat	15 working days as of acknowledging reception