

Steps to making appeals and/or complaints

a) An operator makes an appeal when (if) a certification decision is not satisfactory or a third party may make an appeal or complaint against a certified supplier. Disputes or complains can also be made pertaining to the certification body's policies, procedures or decisions.

b) All appeal (s) and complaints must be in written form (no verbal or anonymous appeal are accepted), must be signed by the person making them and addressed to the Managing Director according to the procedures provided by the certification body.

c) They must contain information on the adverse decision and reasons for believing the decision was not good or was not made in accordance with proper regulations, or policies.

Upon receipt of a complaint or appeal, AfriCert shall confirm whether the complaint or appeal relates to certification activities for which it is responsible, and if so, shall address it.

AfriCert shall acknowledge receipt of a formal complaint or appeal within 5 days of receipt.

AfriCert shall be responsible for gathering and verifying all necessary information (to the extent possible) to progress the complaint or appeal to a decision.

The complaint or appeal shall be handled according to the set procedures as per the Africert's Standard Operation Procedure (AC- SOP 8).

Whenever possible, the certification body shall give formal notice of the outcome and end of the complaint process to the complainant using the appropriate communication methods.

The certification body shall give formal notice of the outcome and end of the appeal process to the appellant using the appropriate communication methods.

The certification body shall take any needed subsequent action to resolve the complaint or appeal.

In case of any complaint or appeal please write to Africert's technical Manager, Janet Maundu jmaundu@africertlimited.co.ke. Copy the Quality Manager Clement Munene cmunene@africertlimited.co.ke

For other means of sending, e.g. Post Office, please refer to the contact page in the website or use:

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