

## **Complaint Lodging and Handling Process**

The complainant shall include a clear description of the complaint or Feedback. Objective evidence to support each element of the complaint or feedback, and the name and contact information (email or postal address) of the complainant shall be provided.

Summary / Timelines for handling complaints

- Receipt of complaint
- Acknowledge receipt of complaint
- Provide an initial response, including an outline of the GCL's proposed course of action to follow up on the complaint within two (2) weeks of receiving the complaint.
- Keep the complainant(s) informed on the progress in evaluation the complaint.
- Investigate the allegations and specify all the proposed actions in conclusion to the complaint within three (3) months of receiving the complaint.
- Notify the complainant(s) when the complaint is considered closed, meaning that GCL has gathered and verified all necessary information, investigated the complaint, taken a decision on the complainant(s) and responded to the complainant.
- The complainant has the opportunity to refer their complaint to the Accreditation Bodies such as UKAS, IOAS, ASI... if the issue has not been resolved through the full implementation of GCL's own procedures, or if the complainant disagrees with the conclusions reached by GCL and/ or is dissatisfied by the way GCL handled the complaint. As the ultimate step, the complaint may be referred to the Scheme Owners such as FSC, Textile Exchange, GOTS...

**Submit a complaint form to GCL Via:**

**Email:** - [info@gcl-intl.com](mailto:info@gcl-intl.com)

**Fax:** +44 (0) 845 548 9004

**HO Address:**

GCL International Ltd.,

Level 1, Devonshire House One Mayfair Place London, W1J 8AJ,

United Kingdom.

In-case of fax / hard copy receipt of complaint the timelines shall apply from the date the documents are received in GCL Head Office.

Complainant details shall be kept confidential, if complainant request GCL Intl Ltd to maintain his identity confidential.

**Note:** The above mentioned timelines is for FSC program, different programs might have different timelines. Please contact GCL International Ltd for further details regarding timelines.

## **Appeals Lodging and Handling Process**

All appeals shall be made in writing by the appellant, stating the grounds including a clear description of the appeal. Objective evidence to support each element or aspect of the appeal, and the name and contact information (email or postal address) of the appellant shall be provided.

Summary / Timelines for handling an appeal

- Receipt of an appeal
- Acknowledge receipt of appeal
- Provide an initial response, including an outline of the GCL's proposed course of action to follow up on the appeal within two (2) weeks of receiving the appeal.
- Keep the appellant(s) informed on the progress in evaluation the appeal.
- Investigate the appeal and specify all the proposed actions in conclusion to the appeal within three (3) months of receiving the appeal.
- Notify the appellant when the appeal is considered closed, meaning that GCL has gathered and verified all necessary information, investigated the appeal, taken a decision on the appellant and responded to the appellant.
- The complainant has the opportunity to refer their complaint to the Accreditation Bodies such as UKAS, IOAS, ASI... if the issue has not been resolved through the full implementation of GCL's own procedures, or if the complainant disagrees with the conclusions reached by GCL and/ or is dissatisfied by the way GCL handled the complaint. As the ultimate step, the complaint may be referred to the Scheme Owners such as FSC, Textile Exchange, GOTS...

**Submit an appeal form to GCL Via:**

**Email:** - [info@gcl-intl.com](mailto:info@gcl-intl.com)

**Fax:** +44 (0) 845 548 9004

**HO Address:**

GCL International Ltd.,

Level 1, Devonshire House One Mayfair Place London, W1J 8AJ,

United Kingdom.

In-case of fax / hard copy receipt of appeal the timelines shall apply from the date the documents are received in GCL Head Office.

**Note:** The above mentioned timelines is for FSC program, different programs might have different timelines. Please contact GCL International Ltd for further details regarding timelines.