Complaint and Appeal Form

In case you have a complaint (appeal, or allegation) to report to SRS, please fill in this form. We accept and welcome complaints about our service to you or others, including the document handling, the inspection service, or the certification process, about a certified operation which you suspect to break organic rules, misleading advertisement, placing products on the market as organic when they are not.

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| **1. Contact Details** |
| Name |  |
| Company (if applicable) |  |
| Address |  |
| Email |  |
| Phone number |  |
| **2. Category of Complaint / Appeal** |
| [ ]  I am your client and issue a complaint about the services of SRS.[ ]  I am your client and appeal against your decision for certification, denial, suspending or revoking my certificate.[ ]  I am your clients' customer and issue a complaint about a products/services received by your client.[ ]  I am an interested party and issue a complaint / allegation about an SRS certified operation. |
| **3. Description of the Complaint / Appeal / Allegation** |
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| Attachments to this complaint (e.g. TC, invoices, etc. if applicable): |
| I hereby declare that the statements and information in this form are true and correct, and I authorize SRS representative(s) to investigate all statements or other information contained in this form and any attachments submitted with it.I allow my personal data above mentioned to be processed for the purpose of further investigation by SRS or by its agents, employees, representatives or interested parties and I release all parties and persons from any and all liability that may result from furnishing such information to SRS. |
| Name |  |
| Place, Date |  |
| Signature |  |

**Note**: We need to have your name and contact details to accept the complaint. None the less, will all information be treated as confidential and not forwarded to parties other than authorities which have the duty of supervising SRS and the organic market.

Please send the completed form to: complaint@srs-certification.com