



GLOBALG.A.P.

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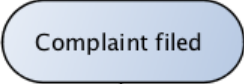
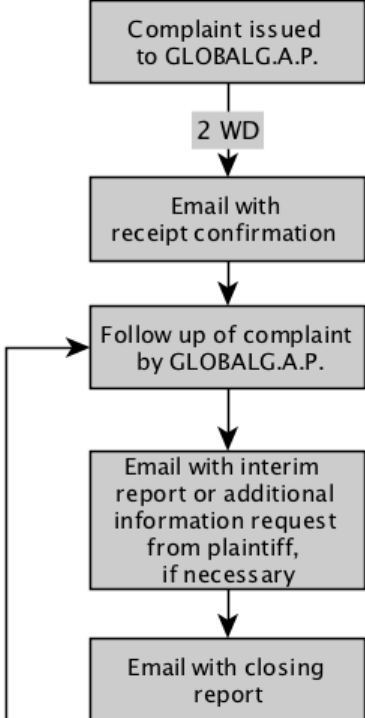
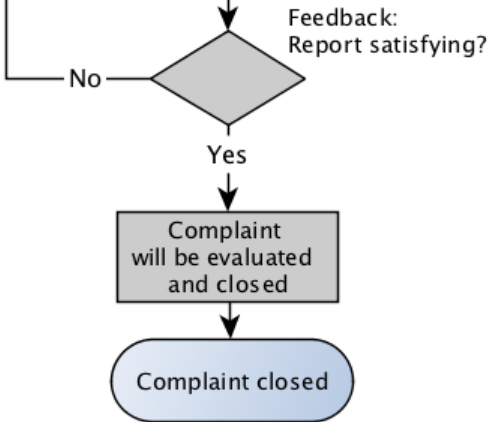
Complaint Management Process - Public

VERSION 2.0

LAST UPDATE: OCTOBER 2017

Overview: GLOBALG.A.P. Complaint Management Process

The process chart below describes how a complaint is followed up and defines responsibilities and timelines.

Process	Responsibility	Comments
	Plaintiff	To email address: complaints@globalgap.org
	GLOBALG.A.P. Secretariat	Complaint is classified and prioritized by the complaints management officer. If necessary the follow up is transferred to experts. Closing report is normally given within 15 working days (WD). In case the investigation of the complaint requires additional time, this will be communicated with the plaintiff.
	GLOBALG.A.P. Secretariat/ Plaintiff	If necessary, the follow up issues are transferred to other departments.

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