

Complaints and/or Appealing a Certified Product (11-3-2015)

Complaints are generally viewed as negative feedback, from any source, on any aspect of the certification program or program administration that requires a response. An Appeal is a contest of product conformance to program requirements. Complaints or Appeals must be in writing and are first handled by the Program Administrator following the below procedure:

1. Complaints and Appeals are logged for tracking
2. Notification of receipt and of the Complaint and Appeal process is sent to the initiating party
3. Information from all involved parties is gathered
4. All information is reviewed and a determination is made
5. Notification is sent to all involved parties of the outcome
6. All Complaints and Appeals are reviewed in a timely fashion and once resolved are marked as such

To help determine how to best handle a Complaint or Appeal, they may be categorized by the type of party initiating the Complaint or Appeal, either from a Business (i.e. licensee competitor, or industry party), Consumer (i.e. end user or retailer), or Program Participant (i.e. participant, supplier, or licensee). The Administrator will discuss and work with the initiating party to determine coverage of costs associated with handling the Complaint or Appeal (this can be waived at the discretion of the Administrator or SGCC President). Once costs are agreed upon the Administrator will investigate and make a determination. If the Administrator's determination is in favor of the complainant or appellant, then any costs associated will be borne by the involved licensee, SGCC, or the Administrator. If the Administrator disagrees with the complainant or appellant then the initiating party is responsible for any costs.

Determinations by the Administrator can be contested and if they are, the matter will be sent to the SGCC Quick Action Committee for determination. If the Quick Action Committee's determination is contested then the matter is sent to the Certification Committee for final determination and resolution.