Procedure for Handling and Resolving Complaints

1. Purpose and Scope

This procedure ensures that all complaints related to the implementation and compliance with the Better Cotton CoC Standard, as well as other relevant complaints, are handled and resolved systematically, fairly, and transparently.

2. Responsibilities

- Management Representative: Officially appointed person who receives complaints and oversees their handling.
- Complaint Officer: Responsible for operational handling, documentation, and communication.
- Management: Provides resources and decides on actions in serious cases.

3. Submission of Complaints

Complaints may be submitted in writing, by telephone, by e-mail, or via a standardized form. The organization publishes the available contact channels. There will be no disadvantages or discrimination for filing a complaint.

4. Process

- Receipt & Registration: Every complaint is documented, acknowledgment of receipt within 5 working days.
- Review & Investigation: Initial assessment, collection of information, hearing of involved parties.
- Handling & Resolution: Development and implementation of measures, corrective actions if necessary.
- Response & Feedback: Outcome within 30 working days, or interim update in complex cases.
- Closure & Documentation: All steps and results are recorded and tracked.

5. Documentation & Follow-up

A standardized system (e.g., Excel spreadsheet or digital tool) records all complaints with ID, date, subject, status, actions, and closure. Annual evaluation for improvement.

6. Review & Improvement

The procedure is reviewed at least once a year and adjusted if necessary. Results feed into the further development of the CoC implementation program.

Appendix – Complaint Form (Template)

1. Name / Organization (optional):
2. Contact details (voluntary):
3. Date:
4. Subject of Complaint: ☐ Violation of Better Cotton CoC ☐ Other:
5. Description:
6. Expected Resolution / Suggestions:

( ) I wish to remain anonymous.

Signature:

Process Flow (graphic):

[Submit Complaint]
↓
[Acknowledgment of Receipt (≤ 5 days)]
↓
[Review & Investigation by Complaint Officer + Management Representative]
↓
[Develop Solution & Implement Measures]
↓
[Feedback to Complainant (≤ 30 days)]
↓
[Closure & Documentation in Complaint Log]
↓
[Annual Evaluation & Improvement]