

GreenScreen Certified[®] Program

COMPLAINTS & APPEALS PROCEDURE

CPA-GSC-CAP Version 1.0

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Clean Production Action

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1 GreenScreen Certified® Complaints and Appeals Procedure

1.1 Purpose

- 1.1.1 This procedure outlines the processes to be followed to address complaints and appeals in line with ISO/IEC 17065:2012(E) sections 4.6 and 7.13 and is available to any interested party upon request.

1.2 Scope

- 1.2.1 In Scope: Complaints related to the GreenScreen Certified Product Review and/or Certification Review activities. The following types of complaints are included:
1. Expression of dissatisfaction by an applicant or third party relating to Clean Production Action's performance (i.e., its procedures, processes, or personnel's actions); or
 2. Any allegation by a third party that a certified product is not compliant with the relevant certification standard.
- 1.2.2 In Scope: Appeals made by a GreenScreen Certified applicant to a Clean Production Action certification decision.
- 1.2.3 Out of Scope: Disputes related to toxicological determinations of a GreenScreen List Translator™ Score or a GreenScreen Benchmark. Such disputes are covered under the GreenScreen® for Safer Chemicals Benchmark Review Process.

1.3 Complaints & Appeals Procedure

- 1.3.1 Interested parties must file complaints or appeals in writing to greenscreen@cleanproduction.org and include a detailed description of the complaint or appeal and include current contact information.
- 1.3.2 Each complaint or appeal is reviewed by the Clean Production Action's Executive Director and Senior Program Manager, GreenScreen, who will respond within two weeks (ten working days) to confirm receipt of the complaint or appeal and the next steps for evaluation and resolution.
- 1.3.3 All complaints and appeals are considered confidential and Clean Production Action will communicate details, findings, or outcomes only to parties with a "need to know."



1.3.4 To prevent any conflict of interest, no person(s) directly involved in the activities related to the complaint(s) or appeal(s) shall be involved in the decision resolving the complaint or appeal. Outside experts may be consulted, as needed. Additionally, no person(s) who have provided consultancy to (or been employed by) the complainant or appellant within two years of the complaint or appeal shall be used in the review or approval of any complaint or appeal.

1.3.5 Steps for evaluating complaints or appeals:

1. Clean Production Action shall consider all objective evidence presented, including project data, communications, and any other relevant information. Clean Production Action gathers and verifies all necessary information (as far as possible) to progress the complaint or appeal to a resolution.
2. Clean Production Action shall follow up with complainant or appellant for any clarifying information needed.
3. Within three months of receiving a complaint or appeal, Clean Production Action shall provide all proposed actions for resolution of the complaint or appeal. Specific methods of resolutions are case dependent.
4. All final decisions regarding the complaint or appeal are provided in writing to complainants or appellants.
5. Clean Production Action's decision is final.

1.4 Record-Keeping for Complaints & Appeals

1.4.1 All records relating to complaints and appeals are recorded and kept on file at Clean Production Action for at least one year, including:

1. Original copies of the complaint or appeal, including dates;
2. Email record of receipt of complaint or appeal;
3. Copies of all communications and actions taken;
4. Names and contact of all involved parties; and
5. The outcome of the complaint or appeal evaluation (i.e., resolution).