



**Cradle to Cradle Products Innovation Institute**

**Policy and Procedures for Complaints**

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## **1 Purpose**

This policy delineates the procedures for addressing and adjudicating complaints arising from the operations of the Cradle to Cradle Products Innovation Institute.

## **2 Normative References**

ISO 9000: Quality Management Systems

ISO 10002: Guidelines for Complaints Handling in Organizations

## **3 Definitions**

3.1 Complaint: Expression of dissatisfaction made to the Cradle to Cradle Products Innovation Institute relating to its activities, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

3.2 Complainant: Any person, organization, or its representative filing a complaint with the Cradle to Cradle Products Innovation Institute.

3.3 Cradle to Cradle Products Innovation Institute (C2CPPI): The 501(c)(3) independent entity designated to maintain the Cradle to Cradle Certified™ Product Standard and its derivative standards, operate certification and certificate schemes related to standards within its purview, and promote the vision, best interests, and application of Cradle to Cradle® principles.

3.4 Cradle to Cradle Certified Product Standard (the ‘standard’). The governing standard that serves as the basis for all Cradle to Cradle product certifications.

3.5 Material Health Certificate Standard (the ‘material health standard’): The governing standard that serves as the basis for issuing all Material Health Certificates.

3.6 Certification Scheme (Scheme): The document that delineates the functions, responsibilities, relationships, and processes for entities engaged in Cradle to Cradle product Certification.

3.7 Scheme Owner (Scheme Owner): The Cradle to Cradle Products Innovation Institute (C2CPPI).

## **4 Applicability**

This policy applies to all stakeholders associated with Cradle to Cradle Products Innovation Institute activities, bodies and individuals participating in the Cradle to Cradle Certified Product Certification Scheme and the Material Health Certificate Scheme, the general public, and its representative institutions.

## **5 Limitations**

Complaints filed with the C2CPII are limited to activities conducted by the C2CPII, its employees, contractors, and associated individuals and entities performing volunteer functions on behalf of the C2CPII. Matters relating to certification decisions and certificate issuance are covered in *The Cradle to Cradle Products Innovation Institute Policy and Procedures for Appeals*. This policy does not apply to disputes referred for resolution outside the C2CPII or for employment-related disputes.

## **6 Procedure for Filing Complaints**

6.1 To assist in effective resolution, complaints should be specific in nature. Ideally, a complaint should reference a specific incident or series of incidents leading to dissatisfaction with C2CPII services or operations.

6.2 Complaints should be in the form of a written notice directed to the Executive Director of the C2CPII.

## **7 Procedure for Responding to Complaints**

7.1 The Executive Director shall respond directly to the complaint without delay, or shall refer the complaint to an individual qualified to respond to it. A specific date for response shall be a part of this referral.

7.2 If the Executive Director deems the complaint sufficient to warrant a review of activities and procedures that led to the complaint, this additional level of internal inquiry shall be conducted within an explicitly stated scope by the appropriate individual(s).

7.3 If the individual handling the complaint finds further information is needed to properly resolve the complaint, the nature and source of that information shall be determined and sought immediately.

7.4 The response to the complaint shall be drafted and presented to the Executive Director on or before the date specified in the complaint referral.

7.5 The response shall be reviewed by the Executive Director until an acceptable iteration is achieved.

7.6 The response shall be conveyed to the complainant in writing.

7.7 Any indicated action shall be taken, and if deemed appropriate, such action shall be communicated to the complainant or any other affected party.

## **8 Records and Communication**

8.1 The C2CPII shall maintain a full set of records throughout the entire process.

8.2 All records and communication shall be held in accordance with the C2CPII document control systems and destroyed at the time specified within that system.

## **9 Confidentiality and Security**

9.1 Any proceedings, records, and communication related to a complaint shall be deemed either public and transparent, or confidential at the discretion of the C2CPII Executive Director. Those deemed confidential shall be handled in accordance with the C2CPII policies and procedures for maintaining confidentiality.

9.2 Any C2CPII confidentiality obligations cease in the event confidential information it holds is required to be shared by law or judicial order.