



Procedures for Appeals

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Procedures for Appeals Revision Log

REVISION DATE	SECTION	TYPE OF CHANGE
January 1, 2015		Initial Controlled Version Release
November 2, 2023	4-7	Updated to reflect that the C2CPII Standards Steering Committee (formerly the Certifications Standards Board) is no longer responsible for adjudicating appeals.
November 12, 2025	All	Updated to align with best practice and C2CPII systems.

1 Purpose

This document establishes the procedures for appealing certification decisions and determination of a certification level. Appeals to the requirements in the Cradle to Cradle Certified standards or the standard development process shall follow the Appeals Procedures in Appendix 2 of the *Development Process for the Cradle to Cradle Certified Product Standard*.

2 Normative References

ISO 14024, Environmental labels and declarations — Type I environmental labelling — Principles and procedures

ISO/IEC 17065:2012, Conformity Assessment – Requirements for bodies certifying products, processes, and services.

Cradle to Cradle Certified® standards, requirements, and supporting assessment methodologies

3 Definitions

Certification Body (CB): The Cradle to Cradle Products Innovation Institute (C2CPII).

Certification Scheme Owner (Scheme Owner): The Cradle to Cradle Products Innovation Institute (C2CPII).

Conformity Assessment Body (CAB): An entity authorized by the C2CPII to conduct assessments sufficient in scope and rigor to support a certification decision based on the Cradle to Cradle Certified standards, in accordance with the requirements of ISO/IEC 17065.

Cradle to Cradle Certified Product Standard (the “Standard”): The standard that serves as the basis for all Cradle to Cradle Certified® product certifications.

Standards Steering Committee (SSC): The independent body of stakeholders responsible for the revision of the Cradle to Cradle Certified standards in accordance with the SSC charter and policies and procedures of the C2CPII.

4 Initiation of Appeal

4.1 Grounds for Appeal

Appeals to C2CPII are limited to procedural defects regarding certification findings and certificate issuance decisions. All other forms of complaints shall follow the *Cradle to Cradle Certified Procedure for Complaints*. For the purposes of this Section 4.1, procedural defects include (1) a procedural defect that materially and adversely impacted the certification decision, (2) an arbitrary and capricious determination by the AB, (3) a decision infected by bias or a conflict of interest; or (4) a determination at odds with federal, state, or local law.

4.2 Written Appeals Required

Appeals must be submitted in writing to the C2CPII Vice President, Standards and Certification within thirty (30) calendar days of an adverse certification finding.

4.3 Content of Written Appeal

Appeals must be specific in nature. An appeal must include:

- (i) the specific grounds for appeal, as specified in Section 4.1,
- (ii) a recitation of facts supporting the specific grounds for appeal, and
- (iii) sufficient data and information to support a challenge to any decision affecting certification or certificate issuance.

4.4 Preliminary Review

The C2CPII staff member assigned to the appeal shall conduct a preliminary review to determine whether:

- (i) the appeal was filed within the required time-period and
- (ii) the asserted grounds for appeal are supported by the accompanying recitation of facts, if true, would alter the certification decision.

If it is determined that the appeal is untimely or that the grounds for appeal and accompanying facts, even if true, would not alter the certification decision, the C2CPII staff member assigned to the appeal shall notify the Appellant in writing of the deficiencies that disqualify the appeal from receiving further consideration. If capable of being cured, the Appellant shall have thirty (30) calendar days from the date of communication to cure the submission. Thereafter, the decision will become final.

5 Procedures

5.1 Appeals Panel

Provided there is sufficient information to proceed, the C2CPII Vice President, Standards and Certification shall assemble an *ad hoc* advisory team (the "Appeal Panel") composed of at least three (3) voting persons. The panel shall have a Chair and a Secretary to record meeting minutes. Additional persons and external experts may be added or consulted at any time during the process.

5.2 Conflicts of Interest

At least five (5) business days prior to the start of the appeals process, the Appellant shall receive a written notice apprising Appellant of the identity of the individuals who have been appointed to the Appeals Panel. The Appellant shall have three (3) business days to submit to the C2CPII staff member assigned to the appeal any concerns about conflicts of interest or bias. In consultation with counsel, the Appeals Panel shall consider, based on any concerns raised by the Appellant or any other concerns, if any members shall be recused due to conflict of interest or other reason. Conflicts of interest may include a member's material connection to a competitor of the Appellant; engagement in any activity relative to the appeal that might result in financial gain for the member or any entity with which he or she is affiliated; or any other personal, financial, or political conflict that may bias the proceedings or appear to a reasonable observer to bias the proceedings. Conflicts need not be direct, and may concern supply chains, external resources, intellectual property, and outsourced activities. Team members affiliated directly or indirectly with an AB are de facto recused from any matter relating to a client of that AB. If such a determination is made, the recused members shall be so advised. At the sole discretion of the Vice President, Standards and Certification, the reason for recusal may be given, provided it does not compromise confidentiality or share any information that could be used in any way to the detriment of the Appellant.

5.3 Evidence

Appellant shall have the opportunity to submit relevant evidence to the Appeals Panel. All relevant evidence must be submitted within a reasonable timeframe that will be set by the Appeals Panel and communicated to the Appellant in writing. The Appeals Panel may also consider relevant evidence from any other source, provided that the Appellant has been afforded the opportunity to review and respond to any evidence material to the Appeals' Panel's final determination.

5.4 Preliminary Evaluation

The Appeals Panel shall conduct a preliminary evaluation of the grounds for appeal and any accompanying evidence. If the team determines further information is required to arrive at a proper decision, a detailed request for such information shall be sent to the Appellant. Appellant shall have fifteen (15) calendar days to provide the requested information.

5.5 Hearing

Appellant shall be afforded an opportunity to address the Appeals Panel. This opportunity may take place in person or via videoconference, as determined in the sole discretion of the Appeals Panel. The Appellant shall be given a minimum of thirty (30) minutes to address the panel. In addition to the time allotted to Appellant to address the Appeals Panel, the Appeals Panel may also ask the Appellant and any witnesses questions.

5.6 Witnesses

Appellant may identify witnesses, if any, who have first-hand knowledge of information relevant to the hearing. Witnesses may elect to an submit a written statement or appear at the hearing, whichever they prefer.

5.7. Hearing Decorum

The Rules of Evidence shall not apply to a hearing.

5.8. Legal Counsel

Appellant may have legal counsel present at the hearing. The Appeals Panel shall make reasonable efforts to accommodate Counsel's schedule, but ultimately, it is the responsibility of Appellant and Counsel to coordinate schedules to attend the hearing at the designated time. The Appeals Panel will render a final decision based on the information presented to it.

5.9 Determinations

Once sufficient information is obtained, the Appeals Panel evaluates the appeal, makes relevant findings of fact, and arrives at a recommendation for resolution, the Vice President, Standards and Certification shall review the findings and make the final decision on the appeal.

5.10 Notice of Outcome

Once approved, the decision is conveyed in writing to the appellant.

5.11 Additional Remedies

Any additional action indicated by the decision is enacted.

6 Records and Communication

6.1 Record of Proceedings

The C2CPII shall maintain a full set of records throughout the entire process in accordance with the C2CPII document control procedure.

6.2 Document Retention

Confidential records shall be retained in accordance with the C2CPII document control procedures' provisions for duration of record retention.

7 Confidentiality and Security

7.1 Confidential Proceedings

All proceedings, records, and communication related to an appeal shall be strictly confidential.

7.2 Exclusions

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

7.3 Security

The appointed C2CPII staff member, the Appeals Panel, and the Vice President of Standards and Certification shall maintain sufficient security to ensure the confidentiality of the proceedings, records, and correspondence related to all complaints and appeals.