



## **Procedure for Complaints**

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## TABLE OF CONTENTS

<b>Procedure for Complaints Revision Log .....</b>	<b>4</b>
<b>1 Purpose.....</b>	<b>5</b>
<b>2 Normative References .....</b>	<b>5</b>
<b>3 Definitions and acronyms .....</b>	<b>5</b>
<b>4 Applicability.....</b>	<b>6</b>
<b>5 Limitations .....</b>	<b>6</b>
<b>6 Procedure for Filing Complaints.....</b>	<b>6</b>
<b>7 Procedure for Responding to Complaints.....</b>	<b>6</b>
<b>8 Records and Communication.....</b>	<b>7</b>
<b>9 Confidentiality and Security .....</b>	<b>7</b>

## Procedure for Complaints Revision Log

REVISION DATE	SECTION	TYPE OF CHANGE
March 30, 2015	Initial Controlled Version Release	
November 12, 2023	6, 7, and 9	Changed President to Executive Director
November 12, 2025	1-9	Updated procedures to align with best practice and C2CPII systems.

# 1 Purpose

This policy delineates the procedures for addressing and adjudicating complaints arising from the operations of the Cradle to Cradle Products Innovation Institute (C2CPPI).

# 2 Normative References

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

ISO/IEC 17065 - *Conformity assessment — Requirements for bodies certifying products, processes and services*

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

# 3 Definitions and acronyms

**Certification Scheme (Scheme):** The document that describes the functions, responsibilities, relationships, and processes for entities engaged in Cradle to Cradle Certified® product certification.

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

**Complaint:** Expression of dissatisfaction made to the Cradle to Cradle Products Innovation Institute relating to its activities.

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

**Cradle to Cradle Products Innovation Institute (C2CPPI):** The independent entity which maintains the Cradle to Cradle Certified® standards, certification scheme, and certification program.

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

## 4 Applicability

This procedure applies to all Cradle to Cradle Products Innovation Institute activities.

## 5 Limitations

Complaints filed with the C2CPII are limited to activities conducted by the C2CPII, its employees, conformity assessment bodies, and associated individuals. Matters relating to certification decisions and certificate issuance are covered in the *Cradle to Cradle Certified Products Program Procedures for Appeals*.

## 6 Procedure for Filing Complaints

6.1 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 submitted to C2CPII via the feedback form on the C2CPII website ([c2ccertified.org](http://c2ccertified.org)).

## 7 Procedure for Responding to Complaints

7.1 The Vice President, Standards and Certification of the C2CPII shall respond to the complaint 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 Vice President, Standards and Certification of the C2CPII deems the complaint sufficient to warrant a review of activities and procedures, the complaint will be assigned to a staff member for review and resolution.

7.3 If the assigned staff member handling the complaint requires additional information, it shall be requested from the complainant.

7.4 The response to the complaint shall be drafted and presented to the Vice President, Standards and Certification of the C2CPII.

7.5 A written response shall be sent to the complainant before the date specified in the complaint referral.

## **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.

## **9 Confidentiality and Security**

9.1 Any proceedings, records, and communication related to a complaint are confidential and shall be handled in accordance with the C2CPII policies and procedures.