



May 2019

## COMPLAINTS PROCEDURE

This Procedure will be sent to a member of a Red Tractor sector scheme (“**Scheme**”) in the event that a member wishes to raise a formal Complaint (i.e. a formal expression of dissatisfaction about Red Tractor personnel, services, decisions, clients and/or operational delivery of the CBs).

**The principles underlying this Complaints Procedure will be to take decisions that are based on facts, fairness, and proportionality.**

1. A member notifying Red Tractor of a complaint should supply all details of the complaint and any evidence supporting the complaint.
2. In the event of a member disputing a decision taken by RTA the complaint must be sent to RTA within 14 days from the date of the decision, or within 14 days of the outcome of any appeal to the Certification Body on non-compliances raised.
3. Upon receipt of a complaint a Responsible Person within RTA will be assigned to manage the complaint. They will notify the member of receipt of the complaint.
4. Upon receipt of a written complaint, RTA will review the documentation relied upon by the member. Where necessary, clarification may be sought from the member on any facts.
5. RTA will notify the member in writing of its decision within 30 days of receipt of the complaint.