

1. INTRODUCTION

1.1. Purpose of this document

Fairtrade Norway is committed to maintaining its responsiveness to the needs and concerns of its licensees, the public and the producers it supports. This policy is intended to address complaints made to Fairtrade Norway. A complaint under this policy is defined as an expression of dissatisfaction, made by a third party against Fairtrade Norway's services and/ or staff/ representatives claiming that this person or Organization violated Fairtrade policies, procedures and regulations or damaged Fairtrade's reputation.

1.2. Scope of our policy

This policy is intended to apply to any complaint, regardless of who makes it. We will accept complaints relating to our paid staff, volunteers, partners, contracted service providers or anyone else acting on our behalf.

2. SUBMITTING A COMPLAINT

2.1. How a complaint may be submitted

Complaints can be submitted via [our website](#) or by email to kontakt@fairtrade.no.

Any person may make a complaint. Anonymous complaints can be submitted, however our ability to investigate anonymous complaints may be limited due to the nature of the reporting.

Where a complaint is about a particular engagement or service, the complaint should be sent directly to the relevant staff member working on that particular matter. The complaint must be submitted in writing and provided by email or post. If the complainant feels it is inappropriate to address the complaint to a particular staff member, the complaint can be addressed to Fairtrade Norway's Executive Director (by email to: ceo@fairtrade.no).

If your complaint is about the Executive Director, it should be addressed to the Chair of the Fairtrade Norway Board (by email to: chair@fairtrade.no).

If you need assistance in formulating or submitting a complaint, please contact any staff member of Fairtrade Norway. If this is not appropriate, please contact the Executive Director (contact details as above).

Our staff can assist you to identify the information which should be provided to establish the facts of the complaint and identify the outcome you are seeking in relation to the complaint.

2.2. What information is required when submitting a complaint?

When submitting a complaint, please provide as much information as possible:

- Your name, job position and contact details
- Your relationship with Fairtrade Norway (for example: are you a licensee?)
- The nature of the complaint
- Details of the Fairtrade Norway employee involved (if applicable)
- Relevant dates
- Copies of any documentation supporting the complaint

2.3. Handling procedure

Your complaint will be assigned to a relevant staff member (or depending on the nature and seriousness of the complaint, a Board member) for investigation. Any person with a conflict of interest in relation to the complaint will be excluded from the review and decision-making process.

Each complaint (other than those determined by Fairtrade Norway to be frivolous or vexatious) will be investigated. The person handling the complaint will make reasonable effort to:

- Establish the facts and gather the relevant information regarding the complaint; and
- If necessary and/or practicable, interview those involved.

The level of investigation will be commensurate with the seriousness and frequency of the complaint.

Once we have investigated your complaint, we will provide you with a written response.

If you are dissatisfied with Fairtrade Norway's response, you have the right to ask for review of the response by the Executive Director, or if the complaint is in regard to the Executive Director to the Chair of the Fairtrade Norway Board. Such a request should be made in writing and forwarded by email (contact details as above).

If you are still dissatisfied with Fairtrade Norway's response, you may raise a new complaint with Fairtrade International (by email to assurance@fairtrade.net).

2.4. Your rights during the handling process

- You have the right to enquire as to the status of your complaint by contacting the staff member who has been identified to you as handling your complaint.
- Your personal information will be protected from disclosure unless you expressly consent to disclosure.
- Your complaint will be addressed in an equitable, objective and unbiased manner.
- There will be no charge for making a complaint.

2.5. Further action

If you are a licensee and the matter comes within the terms of the License Contract, please refer to the dispute resolution clause in the License Contract if you are dissatisfied with the response from Fairtrade.

2.6. Timeframes

We aim to resolve complaints as quickly as possible and within 4 weeks unless there are exceptional circumstances. If a complaint is not able to be resolved within 4 weeks, the complainant will be informed.

3. OUR QUALITY CONTROLS

A register of complaints will be kept by Fairtrade Norway. Complaints will be analysed by Fairtrade Norway's Executive Director for the identification of systemic or recurring problems.

The complaints handling process will be reviewed periodically to enhance its delivery of efficient and effective outcomes.