

OneCert International Complaint Handling Procedure

The OneCert CEO will be responsible for the investigation of complaints. Investigation of complaints of noncompliance with the regulations can include unannounced inspections, sampling, or any other method intended to assess the veracity of the complaint. A log will be kept of each complaint and how it is resolved. A staff member will be assigned to work with the CEO on each complaint. They will meet to discuss the complaint and establish the specific steps needed to appropriately investigate and resolve the complaint. The staff member will maintain a log of actions taken until the complaint is resolved. The Textile Complaint shall be handled as per the “Textile Sanctions Matrix” (OC-154). If a noncompliance is confirmed, the noncompliance procedure for certified operations will be followed.

Noncompliance procedure for certified operations

If certification cannot be continued for a certified operation based on a review of information received from or about the operation, OneCert will provide a written notification of noncompliance to the certified operation including:

- A description of each noncompliance;
- The facts upon which the notification of noncompliance is based; and
- The date by which the certified operation must rebut or correct each noncompliance and submit supporting documentation of each such correction when correction is possible.

The notification may inform the certified operation that they may respond by:

- Correcting noncompliances and submitting a description of the corrective actions taken with supporting documentation;
- Correcting noncompliances and submitting a new application to another certifying agent, which includes a complete application, the notification of noncompliance received from the first certifying agent, and a description of the corrective actions taken with supporting documentation; or
- Submitting written information to the issuing certifying agent to rebut the noncompliance described in the notification of noncompliance.

When correction of a noncompliance is not possible, a notification of noncompliance and a notification of proposed suspension or revocation of certification may be combined in a single notification.

A notice of proposed suspension or revocation of certification will include:

- The reasons for the proposed suspension or revocation;
- The proposed effective date of such suspension or revocation;
- The impact of a suspension or revocation on future eligibility for certification; and
- The right to file an appeal.

If OneCert has reason to believe that a certified operation has **willfully violated** the regulations, OneCert shall send the certified operation a notification of proposed suspension or revocation of certification of the entire operation or a portion of the operation, as applicable to the noncompliance.

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If the certified operation fails to correct the noncompliance, to resolve the issue through rebuttal, or to file an appeal, OneCert will send the certified operation a written notification of suspension or revocation. A notification of suspension or revocation will not be sent to a certified operation that has filed an appeal, while final resolution is pending.

OneCert will treat the new application from an operation that includes a notification of noncompliance or a notice of denial of certification as a new application and begin a new application process.

A notice of suspension will include the following information:

- A certified operation whose certification has been suspended under this section may at any time, unless otherwise stated in the notification of suspension, submit a request to the applicable Regulatory Authority for reinstatement of its certification. The request **must** be accompanied by evidence demonstrating correction of each noncompliance and corrective actions taken to comply with and remain in compliance with the regulations.

A notice of termination will include the following information:

- A certified operation or a person responsibly connected with an operation whose certification has been terminated will be ineligible to receive certification for a period of 2 years following the date of such termination. OneCert will inform applicable Regulatory Authority in such case.