



## COMPLAINT LOG FORM FOR CERTIFIED OPERATORS

All operations certified by TCO Cert are required to keep a record of any complaints that are received concerning their certified products or processes. This means that whenever an operation learns of a complaint regarding its product, activity, or process certified by TCO Cert, and the complaint relates to compliance with a certification standard, operations must maintain a record of it. Certified operations must demonstrate that complaints concerning their certified products are tracked.

This *Complaint Log for Certified Operators* can be used for tracking complaints. The use of this *Log* is not required if the same information concerning complaints is recorded by some other method. However, all certified operations must keep track of complaint information. The log should be kept with the other audit trail records. TCO Cert's Verification Officers will check to see that this log is a part of the audit trail records. The log must be provided whenever TCO Cert or one of the accreditors requests to see it.

Most operators will not receive many complaints, but if a complaint is received, the appropriate action to resolve the complaint must also be taken, and the action that is taken must be recorded. An example of an action that is taken is changing labeling to indicate clearly which ingredients are certified organic. The action taken to resolve the complaint must be documented in the same place as the complaint information.

<b>Name of Operator and Operation:</b>					
<b>Source of Complaint</b>	<b>Date Received</b>	<b>Description of Complaint</b>	<b>Action Taken Regarding Complaint</b>	<b>Date Action Taken</b>	<b>Initials</b>