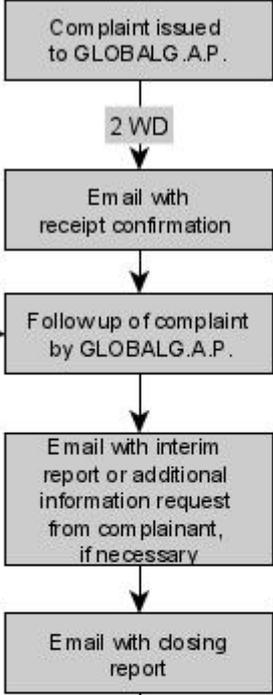
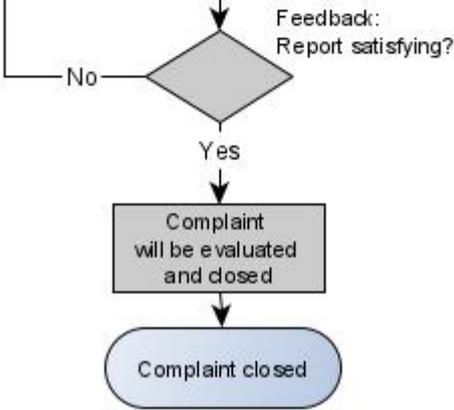


**Overview: GLOBALG.A.P. Complaint Management Process**

The process chart below describes how a complaint is followed up and defines responsibilities and timelines.

| Process   | Responsibility                        | Comments  |
|---|---------------------------------------|---|
|  <p>Complaint filed</p>  | Complainant                           | To email address: <a href="mailto:complaints@globalgap.org">complaints@globalgap.org</a>  |
|  <p>Complaint issued to GLOBALG.A.P.</p> <p>2 WD</p> <p>Email with receipt confirmation</p> <p>Followup of complaint by GLOBALG.A.P.</p> <p>Email with interim report or additional information request from complainant, if necessary</p> <p>Email with closing report</p> | GLOBALG.A.P. Secretariat              | Complaint is classified and prioritized by the complaints management assessor. If necessary, the follow up is transferred to experts.<br><br>Closing report is normally given within 15 working days (WD). In case the investigation requires additional time, this will be communicated to the complainant |
|  <p>Feedback: Report satisfying?</p> <p>No</p> <p>Yes</p> <p>Complaint will be evaluated and closed</p> <p>Complaint closed</p>  | GLOBALG.A.P. Secretariat/ Complainant | If necessary, the follow up issues are transferred to other departments.  |

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