Complaints Form

Fair Trade USA

Version 1.1.0

Introduction

Fair Trade USA offers dispute management services designed to find meaningful resolutions that address stakeholder concerns.

This form is open to any interested stakeholder to submit complaints to Fair Trade USA relating to its activities, or the activities of a Conformity Assessment Body (CAB) or a Certificate Holder (CH), applicant, or licensee currently certified or registered by Fair Trade USA.

Fair Trade USA will endeavor to address concerns and appropriate follow up actions. For more information about this process, please consult the Complaints Procedure.

Instructions

Completing this form is the first step in submitting a complaint.

Please email the completed form with any relevant supporting documents or records to [certification@fairtradeusa.org](mailto:certification@fairtradeusa.org).

Fair Trade USA will acknowledge receipt of any complaint at the time it is received.

Complaints will be treated as strictly confidential by the responsible staff in order to ensure that identities of involved parties are protected. Results of a review or investigation will not be made public, and decisions will be communicated directly to both the reporting party and the subject of the report.

Form

Please share as much information as possible so that Fair Trade USA may best address the situation.

**Submission Date** Click or tap to enter a date.

Contact Information

Name Click or tap here to enter text.

Organization Click or tap here to enter text.

E-mail Click or tap here to enter text.

Phone Number Click or tap here to enter text.

Subject of the Complaint

Party against whom the complaint is to be lodged.

Click or tap here to enter text.

Description of the Issue

Please describe the issue and the reason for your complaint.

Click or tap here to enter text.

Parties Involved

Individuals, companies, or organizations involved in this matter.

Click or tap here to enter text.

Steps Taken

Please list what you have done so far to address this matter.

Click or tap here to enter text.

Attachments Yes  No

Please attach any supporting materials and evidence to support this report.