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| QUALITY MANUAL – ORGANIC TRUST CLG |
| Section Title*:* ***Appeals, Complaints and Disputes*** |
| **Section No.:** *7.1* | **Issue:** *03*  | **Page** *1* **of** *1* |
| **Issued by:** | *Colin Keogh* |  | **Date: 01.03.2022** |
| **Approved by:** | *Stephen Connolly* |  | **Date: 01.03.2022** |

An Appeals Procedure common to all Irish approved organic certification bodies has been agreed. Full details of the Appeals Procedures are outlined in the Procedures Manual at Section 5 and Appendix 1 of the Organic Food & Farming Standards in Ireland, as amended. A flow-chart of the Appeals Process is specified on Form 7.1A at the back of the Quality Manual.

The procedures for handling Complaints are also outlined in the Procedures Manual at Section 8.

In this respect, the Organic Trust undertakes that:

* All Certification decisions will be communicated to the appropriate operator in writing in accordance with the procedures outlined at Section 4 of the Procedures Manual. Such decisions can include notification of decisions taken regarding the category of non-compliance as defined in the Catalogue of Infringements document.
* The operator/s can appeal any decision notified by the Organic Trust CLG under the common Appeals Procedure within the timescales prescribed in such procedures, as set down in Section 5 of the Procedures Manual.
* Documented records are maintained in relation to all such appeals, complaints and disputes.

The Organic Trust undertakes to retain records of all appeals, complaints and disputes, together with the remedial actions taken.

In consultation with the Certification Panel, appropriate subsequent action will be undertaken and communicated in writing to those involved.

The effectiveness or otherwise of the action undertaken will be addressed through the documented annual inspection process.