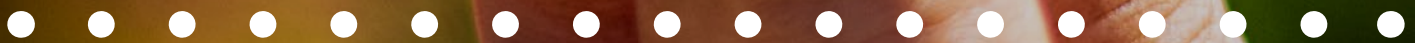




EQUIVALENCE MECHANISM

Ensuring schemes meet the Coffee
Sustainability Reference Code



ANNEXES

ANNEX 1A

GCP EQUIVALENCE MECHANISM 2.0 COMPLAINTS AND APPEALS PROCEDURE

1. Purpose

This procedure defines the steps for handling complaints or appeals about activities within the scope of the GCP Equivalence Mechanism (EM) 2.0 to ensure they are dealt with in a fair and timely manner.

2. Scope

GCP will address any formal complaint that is brought to its attention, and which meets the requirements as set out in this procedure. A complaint may be from any stakeholder regarding GCP's EM activities in defining the EM 2.0, carrying out its operation and decisions about EM recognition.

3. Definitions

Complaints refers to a statement of dissatisfaction from stakeholders with activities conducted by GCP in developing and implementing EM 2.0.

Appeals refers to an official request by the complainant to review a decision by GCP or its relevant bodies in the scope of this procedure.

4. Associated Documentation

A template Complaints Form is provided (Annex 1b) that shall be used by any complainant.

5. Receiving Complaints

To be accepted and classified as a formal complaint, the complainant shall:

- Use the Complaint Form in Annex 1b and shall be submitted in writing by email to: info@globalcoffeeplatform.org
- Or submitted by post, using the Complaint form in Annex 1 to: Charles-de-Gaulle-Str. 5, 53113 Bonn, Germany
- State clearly the nature of the formal complaint
- Be submitted in English
- Be specific and include appropriate objective justification and evidence to credibly substantiate the complaint. Unsubstantiated complaints or complaints based upon hearsay will not be accepted by the GCP.

6. Dealing with Complaints

- a. The complaint shall be acknowledged in writing and the complainant informed whether the complaint has been accepted for investigation or rejected with 10 working days.
- b. The GCP Secretariat may request additional information.
- c. If accepted, the complainant shall be informed in writing of the next steps for considering the complaint. If rejected, the complainant shall be informed in writing of the reasons why and may appeal the decision within 30 working days after receiving the rejection.
- d. The GCP Secretariat will review the complaint within 30 working days to verify its validity.
- e. All complaints and appeals will be logged and reviewed by the Technical Committee annually.

7. Dealing with Appeals

Appeals are limited to decisions made by GCP related to EM 2.0 complaint decisions.

- a. The appeal shall be acknowledged in writing by the GCP Secretariat and accepted for investigation or rejected within 10 working days.
- b. The GCP Secretariat may request additional information.
- c. The GCP Secretariat will review the appeal within 30 working days to verify its validity.
- d. If the complainant is not satisfied with the decision, the appeal will be escalated to the GCP Technical Committee (first level of appeal), then to the GCP Board which takes the final decision (second and final level of appeal). In other words, the complaint is decided by the GCP Secretariat. If rejected by the Secretariat, the complainant has the possibility to appeal to the GCP Technical Committee. If rejected by the Technical Committee, the complainant has the possibility to appeal to the GCP Board. If rejected by the Board, there is no further possibility to appeal.

8. Confidentiality and Document Retention

In processing complaints or appeals, GCP shall take the utmost care of personal information and shall make any and all efforts to protect personal information that has been obtained through the procedure.

The GCP Secretariat shall retain documents related to the processing of complaints and appeals for five years.

9. Roles and Responsibilities

Who	What
GCP Secretariat	<ul style="list-style-type: none">• Responding to the complaints and appeals via info@globalcoffeeplatform.org• Ensuring the complaints/appeals form is available on the GCP website• Reviewing complains/appeals and communicate outcomes to the complaint• Ensuring the steps outlined in this procedure are taken
GCP Technical Committee	<ul style="list-style-type: none">• Reviewing annual log of complaints and recommending improvements to the Equivalent Mechanism as needed• Reviewing and making decisions about complaints that are escalated by the complainant (first level of appeal)
GCP Board	<ul style="list-style-type: none">• Reviewing and making a final decision about complaints that are escalated by the complainant (second and final level of appeal)

ANNEX 1B

COMPLAINTS AND APPEALS FORM PROCEDURE

In order to process your complaint/appeal please read following carefully:

- Form needs to be filled out in English
- All fields need to be filled in
- Complaints filed on hearsay will not be accepted
- All complaints and appeals shall be accompanied by relevant evidence

Send the completed form to:

email: info@globalcoffeeplatform.org **OR** Post: Charles-de-Gaulle-Str. 5, 53113 Bonn, Germany

Date Received	
First Name	
Surname / Last name	
Email address	
Phone number (incl. country code)	
Country	
Organization (if applicable)	
Summary Nature of Complaint	
Details of complaint / appeal	
Enclosed evidence	List names of document(s) and rationale as evidence
Declaration of any potential conflict of interest	



GLOBAL COFFEE PLATFORM

Legal venue | Global Coffee Platform
(Federal Reg. No. CH-660-2928006-4)
Case postale 1270 | Rue Mina-Audemars 3
1204 Genève | Switzerland

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