####  Complaint Form Reg. N°

#### for issues related to the implementation of theGOTS quality assurance and labelling system

This form has been developed to enable a standardised mechanism for submitting complaints about the operation of GOTS certification and/or labelling. Such complaints might include: suspicion of unauthorised, false or misleading use of the GOTS logo or other labelling claims related to GOTS certification; failures or omissions in the GOTS certification procedures; abuses of the GOTS quality assurance, licensing and/or labelling system; or violations against the ownership and other rights of the Global Standard.

Complaints can be submitted by any company, organisation or individual and will be processed by the International Working Group on Global Organic Textile Standard.

In order to allow a timely and appropriate investigation of the complaint please fill in the form completely and provide all relevant additional information with it.

| **1. Information on the complainant – your contact details** |
| --- |
| Legal name of company / organisation |            |
| First and last name of complainant |                       |
| Address |            |
| Phone |             |
| email / website |       /            |
| **2. Addressee of the complaint – who you are complaining about** |
| Legal name of company / organisation |            |
| Contact person(s), if known |                      |
| Address |           |
| email / website |       /         |
| **3. Subject of the complaint** |
| [ ]  Possible misuse of the GOTS logo Relating to: [ ]  on-product label application or [ ]  off-product label application |
| [ ]  Possible false or misleading assertions related to GOTS certification or compliance with GOTS Relating to: [ ]  a company [ ]  textile product(s) [ ]  (chemical) input(s) used in textile processing |
| [ ]  Possible failure or omission in the GOTS certification procedure  |
| [ ]  Possible inappropriate or unprofessional service in or abuse of the GOTS licensing, labelling and certification procedure |
| [ ]  Other, please specify:            |

| **4. Details of the complaint** |
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| Please describe your complaint below as precisely as possible, giving the reasons for your suspicion, also any steps taken so far in pursuing it. Please attach all relevant information and documentation. |
| Please describe your complaint:           |
| Please enter any evidence that supports your complaint. If relevant, kindly quote any violated GOTS criteria or procedures:           |
| If applicable, please enter any steps taken so far, such as persons contacted, responses received, etc.:           |
| Name of attachments / relevant information that substantiate the complaint (e.g. scanned samples of false label applications, links to websites where false information is provided; correspondence, certificates or other documents that support the claim): |
| ①            | ③            |
| ②            | ④            |
|             |
| **5. Further information / comments** |
| Please note down any further information or comments that are relevant to your complaint and its processing that is not covered / does not fit to any of the above points:         |
| **6. Authorisation** |
| I confirm that the details and information I am submitting are, to the best of my knowledge, accurate and true: |
| Place |           Date |           Name  |

**Please e-mail the completely filled form and all attachments to:**
mail@global-standard.org

**After evaluation of your complaint and the information you have submitted, we will inform you about the processing of the complaint and if further information is required to be able to progress it appropriately.**

**Thank you for making the effort to file this complaint, which will help to assure and further improve the GOTS quality assurance and to safeguard the credibility of the GOTS program and its labelling system.**