# SAAS_Logo**SOCIAL ACCOUNTABILITY**

# **ACCREDITATION SERVICES**

**Dissatisfaction Submission Form**

Allegations are variously directed to Certified Organisations, Certification Bodies (CBs), Auditing Companies (ACs) and Social Accountability Accreditation Services (SAAS). The SAAS Web Page ‘Complaints, Concerns, and Grievances’ (<http://www.saasaccreditation.org/complaints>) outlines processes describing how any interested party should raise and pursue allegations of dissatisfaction related to accreditation, oversight and certification activities that fall within the scope of SAAS activity. Note: SAAS is unable to investigate allegations of dissatisfaction if they are outside of the scope of SAAS activity.

To submit an allegation (of wrong-doing), the complainant may complete the form on the SAAS website, or complete this form and send it to: [SAAS@saasaccreditation.org](mailto:SAAS@saasaccreditation.org).

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| **Contact Details** | | |
| **Complainant name** |  | |
| **Complainant email address** |  | |
| **Complainant phone number** |  | |
| **Details of organisation / company you represent** | **Organisation / Company Name** |  |
| **Country** |  |
| **Type of organisation / company you represent** | Please Specify:  (for example: Audit Company / Certification Body, Certified Organisation, Individual Person, NGO, Trade Union, Academia, Brand, Retailer, Trade Association, Auditor, Producer, Worker) | |

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| **Organisation / Company / Individual’s Name that is the subject of the allegation**  *This section refers to the organisation / company / individual you are submitting allegations about.* | **Allegation Details** | |
| **Name of Organisation / Company / Individual** |  |
| **Country** |  |
| **Email and Phone** |  |
| **Certificate Number (if SA8000-certified)** |  |

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| **Type of allegation** | ☐ | Against a Certified Organisation |
| ☐ | Against an Audit Company (AC) / Certification Body (CB)  Provide name of AC / CB, if known: |
| ☐ | Against SAAS |

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| **Subject of Allegation** | ☐ | Company / Supplier / Factory Non-Compliance to Standard / Code of Conduct |
| ☐ | Certification / Accreditation Decision or Audit Outcome |
| ☐ | Conduct of Individual Auditor |
| ☐ | Other: |
| **System Within the Scope of SAAS Activity** | Please Specify:  (example: SA8000, other) | |
| **Relevant standard or procedure (and clause) related to the allegation, if applicable***. Please state requirement or clause.* | Please Specify:  (example: SA8000 Standard, ISO 17021-1, SAAS Procedure 200, other) | |

In order for an allegation to be thoroughly and effectively investigated, it is important that all available information be considered.  Please include detailed information below. To the greatest extent possible, each allegation should be:

1. individually stated;
2. supported by additional evidence (such as names of individuals involved / impacted, dates, copies of records); and
3. include or make reference to applicable scheme requirements allegedly not fulfilled.

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| **Description of allegation**  *Please provide a concise summary of allegation. If multiple allegations, please list each individually.* |  |
| **Details of evidence**  *Please attach any additional files where necessary.* |  |
| **Details of any steps taken to resolve the issue prior to lodging allegation.**  *For allegations against CBs/ACs and/or Certified Organisations, provide evidence of: 1) allegation submission to relevant CB/AC and 2) review / investigation from the CB/AC.* |  |

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| Date |  | Complainant’s Name and Signature |