

FLORVERDE SUSTAINABLE FLOWERS COMPLAINTS PROCEDURE

Scope

The procedure is available to any customer or stakeholder who has a complaint against a certified grower, a Certification Body – CB, or against Florverde Sustainable Flowers, regarding compliance with the standard, regulations and operations of the Certification Scheme.

Paying special attention to complaints and handling them promptly can help us identify our customers and stakeholders needs, understand the shortcomings of the certification scheme, increase customer satisfaction and improve overall performance.

All complaints are handled discreetly and confidentially. Filing anonymous complaints is not recommended, although they are accepted. Ideally, as much information as possible should be provided about complaints: this is useful when investigating them.

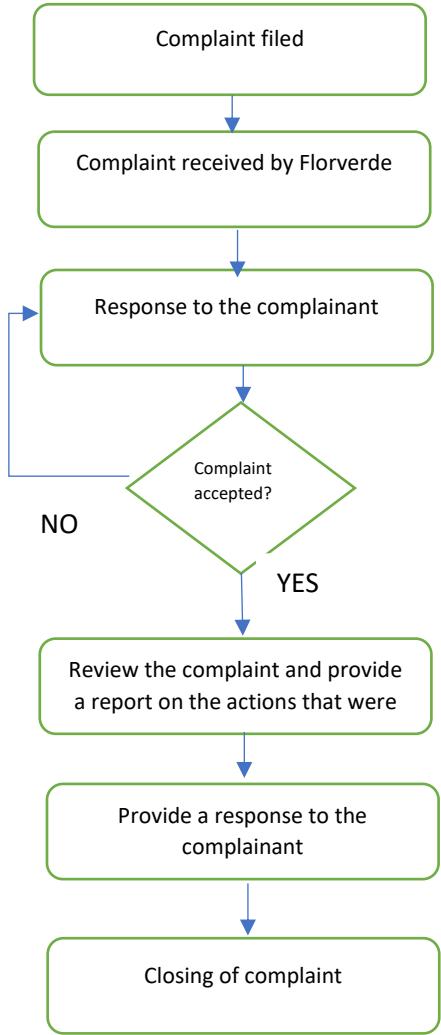
Complaint management process

- 1) A complaint is received through the complaint form that can be downloaded from the Florverde website <https://florverde.org/contacto/> and send it to florverde@florverde.org.
- 2) The FSF Technical and Administrative Secretariat shall evaluate whether the complaint is within the scope of this document.
- 3) The FSF Technical and Administrative Secretariat shall inform the complainant within 5 working days after receiving the complaint whether or not it is accepted. Accepted complaints shall be managed by a member of Florverde Technical and Administrative Secretariat designated to address it in accordance with this procedure. The person responsible for addressing the complaint shall have the appropriate knowledge of the context to manage the case and shall not have any conflict of interest related to the complaint and the parties involved. According to the case complexity, Florverde may scale the complaint to the Florverde Integrity Committee for managing it.
- 4) Within 15 working days after accepting the complaint, the Florverde Technical and Administrative Secretariat shall inform the complainant about the solutions or measures taken in relation to the complaint. During this time additional information may be requested from the complainant. The Florverde Technical and Administrative Secretariat retains the right to extend the decision-making period if the complexity of the case justifies it.

[View Florverde Sustainable Flowers complaint management flowchart](#)

Florverde Complaint Management Flow Chart

The following is a summary of the process for handling complaints, including who is responsible and deadlines.

Process	Responsible person	Comments
Complaint filed	Complainant	Fills out the complaint form and sends it to the mail: florverde@florverde.org
Complaint received by Florverde	FSF Technical and Administrative Secretariat	Within five (5) working days, the complainant is given an e-mail response as to whether or not the complaint is accepted.
Response to the complainant		
	FSF Technical and Administrative Secretariat	<p>In fifteen (15) working days a response is given by e-mail of the solution or measures taken in relation to the complaint.</p> <p>If necessary, the complaint can be scaled to the FSF integrity committee.</p> <p>If more time is required for the investigation, the complainant will be informed.</p>
		If after 5 working days, the complainant does not express any additional concerns, the case will be closed.

Note:

Complaints regarding an appeal of inspection or audit results, or the auditor's behavior, must be filed in accordance with the complaints and appeals procedure that each CB must have in place and the complaint must be communicated to its clients; The procedure shall be in accordance with the General Rules for Florverde Sustainable Flowers certification.

If the CB response to any request is not adequate or is not given within the time established in the procedure, the complaint may be addressed to the Technical and Administrative Secretariat of Florverde Sustainable Flowers, using the complaints procedure found on the web site <https://florverde.org/contacto/>

These are the links where producers and stakeholders can file their complaints with the CB:

Bureau Veritas: https://cdn1-latam.bureauveritas.com/sites/g/files/zypfnx796/files/media/document/BVE-PRO-024%20REV%2009%20MANEJO%20DE%20QUEJAS%20Y%20APELACIONES_p.pdf

Control Union : <https://peru.controlunion.com/quejas-y-apelaciones/>

Icontec: <https://www.icontec.org/contactenos/>

Kiwa CQR: <https://www.kiwa.com/lat/es/paises/kiwa-colombia/acreditaciones-y-notificaciones-cqr/>

Mayacert: <https://mayacert.com/certifications/florverde-sustainable-flowers>

NaturaCert: <https://naturacert.org/quejas-y-reclamos/>

Complaints submitted are recorded in the COMPLAINTS AND CLAIMS TRACKING matrix.

PREPARED	APPROVED
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CHANGE CONTROL

RESPONSIBLE	DATE	CHANGES
Laura Forero FSF Coordinator	20/01/2025	The following CBs were included in the Complaint Procedure: Mayacert, Kiwa CQR, and Bureau Veritas. To designate the language of the file, initials were added to the page. (SP Spanish-EN-English)
Laura Forero FSF Coordinator	22/12/2025	The complaint link from the Control Union certification body website was included.

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