

	STANDARD OPERATIONAL PROCEDURE Complaint management - Rainforest Alliance	<i>Pop- :021</i>	EXPORT
TITLE: Atlântica Exportação e Importação S/A		<i>Date:</i>	20/01/2015
Elaboration: Sustainability /Administration		Page:-	1

Task name:

Complaint Management

Objective:

Describe the Complaint control system related to the Rainforest Alliance Chain of Custody Management System;

Procedure::

- ❑ Complaints, suggestions and criticisms are fundamental for continuous improvement and good relationship between process participants.
- ❑ In this sense, we must monitor all communications regarding complaints regarding this standard, whether from employees, customers, suppliers or service providers, as well as to people outside this supply chain. In order to establish a harmony between every society within the principles of ethics that the norm requires.
- ❑ Complaints can be made in 4 ways:
 - ❑ 1. By telephone at 55 (35)3222-0495; it should be registered and open a corrective action to follow up.
 - ❑ 2. In the complaint form and suggestions and where a corrective action will be opened for follow-up.
 - ❑ 3. Contacts: business phone 55 (35)3222-0495 or WhatsApp 55 14 98137-7899 or on the website www.atlanticacoffee.com contact us.
 - ❑ 4. By e-mail: certified@atlanticacoffee.com;

