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.
  4. By e-mail: certified@atlanticacoffee.com;
Complaint Form

Name: 
Contact: 
Date: _____/_____/_____

Subject:
Description:__________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

Date of receipt: _____/_____/_____
Responsible for receiving: _____________________________________________
Deadline for reply: _________________________________________________

Corrective Action (Description):
____________________________________________________________________

Approved by: Thiago Franco  Signature: Thiago Franco