



Fairtrade Australia & New Zealand

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Fairtrade Australia and New Zealand Allegations Policy

1. Purpose of this Document

Fairtrade Australia & New Zealand is committed to the adherence to the Fairtrade Standards and is part of our role as an Assurance Provider to ensure our customers are meeting their requirements under the standards. This policy defines what an allegation is, and our approach to investigating any claims.

2. What is an Allegation?

An allegation is defined as a statement of fact or facts by a third party against a customer holding a Fairtrade Certificate claiming that this customer is non-compliant with applicable Fairtrade Standards, or is in breach of Fairtrade Australia and New Zealand policies or other contractual arrangements, including Licensing and Certification Agreements.

An allegation can be made by any party, which may include a member of the public, a Fairtrade customer, an NGO, or a labour union.

3. Process

All allegations must be submitted in writing and addressed to:

In Australia:

Private and Confidential
Chief Executive Officer
Suite 312, 838 Collins Street,
Docklands VIC 3008
Phone: +61-3-9602 2225
E-mail: info@fairtrade.com.au

In New Zealand:

Private and Confidential
Chief Executive Officer
PO Box 33 1587, Takapuna, Auckland 0740
Phone: +64 9920 4950
E-mail: info@fairtrade.org.nz

If you need assistance to document the allegation, please contact Fairtrade Australia ANZ on +61-3-9602 2225 and the Certification staff can assist with documenting the allegation.

All submitted allegations will be treated with the strictest of confidence, to ensure the identities of the parties are protected.

What information is required when making a complaint?

When making an allegation, providing as much of the following information as possible will make it easier for us to investigate matters:

- Your name, position and contact details
- The name of the organization and FLO ID (if known)
- Which Fairtrade criteria is your allegation relating to?
- Describe the issues you are alleging
- Attach any documentation to support your claim

We will acknowledge all written complaints within 10 days of receipt, in writing.

Your allegation will be assigned to a relevant staff member for investigation. Any person with a conflict of interest in relation to the allegation shall be excluded from the review and decision making process.

The staff member will make an initial assessment of the claim, to ensure its validity and determine the investigation process.

The reasons an allegation may not be investigated further the organization is not Fairtrade certified, the allegation is not linked to a breach of the Fairtrade Standard or the allegation has no link to the Fairtrade standards.

Based on the nature of the allegation, the investigation may take the form including, analysis of the evidence provided, analysis of audit history, statement from the customer or analysis taken as part of an announced or unannounced audit.

The investigation is required to be completed within a 6 month time frame, however where the allegation is classed as high risk action will be taken ensure the process does not take longer than 3 months.

If the result of the investigation, finds no evidence that the Fairtrade standards were breached, it will be dismissed.

If the investigation finds that the customer was in breach of Fairtrade standards, it will be treated as a non-conformity and follow Fairtrade Australia and New Zealand policies relating to our certification process including request for corrective measure or appropriate sanctions such as suspension or decertification or cancellation of contract.

Once we have investigated the allegation, we will provide you with a written response to the party making the allegation.

If you are dissatisfied with Fairtrade ANZs process in handling the allegation they may contact Fairtrade International, the owner of the Fairtrade Standards, for further review.

Fairtrade ANZ will keep a record of all allegations made, and the results of the investigation.

Version Control History

Date	Changes
April 2018	Original Allegations Policy developed