



## Icelandic Responsible Fisheries Foundation

Title: **COMPLAINTS PROCEDURE**

### 1. PURPOSE

This procedure describes the method by which the Icelandic Responsible Fisheries Foundation (IRFF) shall ensure receipt and handling of complaints, comments and enquiries directed to IRFF.

### 2. PROCEDURES

- 2.1 The managing director is the contact point for all complaints, comments or enquiries relating to the operation of the Scheme and shall forward those to the Chair of the Board.
- 2.2 The Board shall review those complaints, comments or enquiries. The Board shall address these, as appropriate, and respond within 28 days.
- 2.3 Complaints, comments or enquiries regarding certifications shall be directed to the certification body. The managing director shall inform respective of this, if receiving any complaints, comments or enquiries regarding certifications.
- 2.4 Complaints, comments or enquiries regarding standards are received through a special contact point for that purpose only and announced especially during consultation periods.
- 2.5 Outside consultation period the managing director is the contact point for complaints, comments or enquiries regarding the standards and shall forward those to the Chair of the Technical Committee.
- 2.6 The Technical Committee reviews complaints, comments or enquiries regarding standards. The Technical Committee shall address these, as appropriate, and respond within 28 days.

Control Document 1.2	
Authorising Officer	<i>Hegeveit</i>
Authorisation Date	22 <sup>nd</sup> March 2016
Date of Effect	Immediate
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CERTIFIED

IRFF Complaints Document

AMENDMENT LOG

DATE	AMENDMENT	AUTHORISED BY
12 <sup>th</sup> February 2016	The following sentence added: "The Board shall address these, as appropriate, and respond within 28 days." In clause 2.2.	
22 <sup>nd</sup> March 2016	New clause 2.5 added: "Outside consultation period the managing director is the contact point for complaints, comments or enquiries regarding the standards and shall forward those to the Chair of the Technical Committee." Former clause 2.5 is 2.6. Following sentence added to clause 2.6: "The Technical Committee shall address these, as appropriate, and respond within 28 days."	

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