***Please fill out the following information and send to the email*** ***paola.mesa@kiwa.com*** ***and*** ***erika.velez@kiwa.com***

|  |  |
| --- | --- |
| Name: |  |
| Address /Country: |  |
| Contact person name: |  |
| Email, to respond to the analysis of complaints and/or appeals: |  |
| Certification scheme: | RSPO o Florverde o Res 187 and Res 199 o 4C o ISCC o Other- Indicate: |
| ***Feedback: Please indicate below.*** | ***Annex(es)******Add attachments if necessary.*** |
| **Reason for the feedback:** briefly specify the reason for your opinion (what type of situation has triggered the complaint and/or appeal): |  |
| **Objective (Expectation):** Briefly explain what you expect from KIWA and how your expectation is justified: |  |
| **Date:** | **Client's signature:** |

|  |
| --- |
| **KIWA ANALYSIS** |
| Assigned Person |  |
| Date of notification |  |
| Classification | Complaint [ ]  Appeal[ ]  |
| Is the complaint or appeal related to certification activities? | Yes[ ]  No[ ]  |
| Is the complaint or appeal accepted? | Yes[ ]  No[ ]  |
| Justification |  |
| Subsequent actions to resolve the complaint or appeal |  |