***Please fill out the following information and send to the email*** [***paola.mesa@kiwa.com***](mailto:paola.mesa@kiwa.com) ***and*** [***erika.velez@kiwa.com***](mailto: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 |  |