



COMPLAINTS MECHANISM

(COMPLAINTS, APPEALS, SUGGESTIONS AND COMPLAINTS)

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Language: English

In case of divergence in the interpretation between versions in different languages, the wording contained in the official version in Brazilian Portuguese shall prevail.

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1 INTRODUCTION

The **Complaints, Appeals, Suggestions, Grievances and Complaints Mechanism of the Sustainable Coffee Program** is structured to ensure transparency and fairness in relation to all issues that may arise in the certification process. This mechanism aims to ascertain the facts raised, whether they are complaints, appeals, suggestions, complaints or complaints. In order to bring an agile and effective treatment to all these cases.

2 TYPES OF COMPLAINTS AND RECEIVING CHANNELS

Complaints can be classified into different categories, each one has its respective treatment channel:

Complaints about the Scheme: These complaints are directed directly to COOCACER's Sustainability department. The submission process must be done through the online form available on the Sustainable Coffee website, access: <https://www.cafesustentavel.org/sugestoes-e-queixas/>, or by phone (34) 3249-9331 or by e-mail: sustentabilidade@coocaceraraguari.com.br

Deixe aqui seus elogios, sugestões ou queixas para um de nossos atendentes:

☐ Elogios
 ☐ Sugestões
 ☐ Queixa

Nome (opcional):
 E-mail (opcional):

Telefone / Celular:

Mensagem:

Anexar PDF / Arquivos de texto [Carregar Arquivo](#)
 Anexar imagens [Carregar Arquivo](#)

Enviar Mensagem

Complaints about Compliance Decisions: Through the mechanisms described above, it is possible to file complaints and appeals related to decisions about non-conformities identified in internal or certification (External) audits.

Suggestions: Suggestions can also be made regarding audit procedures, protocol criteria, or any aspects that seek to improve the Sustainable Coffee Protocol. The objective is to promote continuous improvements and ensure the effectiveness and relevance of the program such as defining criteria, and improving protocol standards.

Complaints: Complaints are records of dissatisfaction or discomfort related to various aspects, such as audits, the conduct of auditors or consultants, or even issues related to the protocol itself.

Whistleblowing: Whistleblowing is the report of a serious violation or irregularity, such as practices that violate human rights, environmental laws, or any unethical conduct that compromises the integrity of the Sustainable Coffee Protocol. Complaints can be made in an identified or anonymous way, ensuring confidentiality and protection for the whistleblower.

3 WHO CAN USE THIS MECHANISM:

This mechanism is publicly available to all stakeholders, including producers, workers, communities, public agencies, among others. We emphasize that it is not necessary to identify yourself to use the mechanism, guaranteeing total freedom to remain anonymous, if you wish.

4 COMPLAINT RECEIPT AND INVESTIGATION PROCESS

The process for receiving and investigating complaints is as follows:

a. Complaint Submission: Complaints can be submitted conveniently through the online form, by phone or email, with direct access to COOCACER's sustainability department, which is responsible for handling requests. Identification in the procedure is optional, as indicated on the form, which includes the option of anonymity for those who wish to keep their identity confidential when making the complaint.

b. Acknowledgment of Receipt: COOCACER will confirm receipt of the complaint within 5 business days, providing a protocol number for follow-up, this acknowledgment will be made for cases in which the person identifies himself and provides an email or contact telephone number.

c. Investigation: In cases of serious complaints, such as forced labor, child labor, environmental crimes, or similar situations, COOCACER will take immediate action, promptly calling the competent authorities and agencies.

For other cases, an investigation will be conducted within 15 business days after acknowledging receipt of the complaint. During this period, COOCACER will collect

information, verify the evidence, and conduct interviews if necessary to reach a conclusion on the facts found.

d. Decision and Resolution: For serious cases that violate the critical criteria of the protocol, the producer will be subjected to the adaptation process as defined in the **Critical Non-Conformance Remediation Policy**.

For other cases, the decision will be communicated to the complainant within 30 working days after the beginning of the investigation. The complainant will be informed of the measures taken to resolve the issue, if the complaint is confirmed as well founded.

e. Appeals: If the claimant does not agree with the decision, they can file an appeal through the same mechanisms, detailing the reasons for the challenge. Appeals will be dealt with within 20 business days. Following the same steps already detailed above.

5 ROLES AND RESPONSIBILITIES

The roles and responsibilities related to the complaints and appeals mechanism are defined as follows:

Sustainability Department - COOCACER:

- Receive, record and investigate complaints;
- Communicate results and implement corrective measures.
- Evaluate appeals on decisions.
- Communicate the grievance and appeals mechanism to all stakeholders.

To help in the process of resolving the points raised, COOCACER's Sustainability department can contact other COOCACER departments or even competent authorities, as well as third-party partner companies, if necessary and if necessary.

6 COMMUNICATION OF THE MECHANISM

COOCACER undertakes to inform producers about the complaints mechanism through:

- **Information Packages:** All producers will receive detailed information about the complaints mechanism in informative materials disseminated on their website and social networks.
- **Workshops and Trainings:** The mechanism will be presented in training sessions, ensuring that all producers and stakeholders are knowledgeable about how to use it.

7 CONCLUSION

The Sustainable Coffee Programme's Complaints, Appeals, Suggestions, Grievances and Reports Mechanism is an effective tool for managing issues raised by all stakeholders. Through this mechanism, all those involved can contribute with suggestions for improvements to the protocol, solve issues related to decisions on certification processes, in addition to filing complaints and complaints

8 TECHNICAL RESPONSIBILITY

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