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Any complaints or referrals against Certification Bodies will follow the Certification Bodies own complaints and appeals procedure, which each Certification Body must have and communicate to its clients.

Certification Bodies shall report every complaint received regarding the Global Red Meat Standard to DAFC.

In case the Certification Body does not respond adequately, the complaint can be addressed by contacting DAFC via the Global Red Meat Standard website (www.grms.org).

In the event of complaints related to failure to apply the principles and criteria of the Global Red Meat Standard at certificated sites, the DAFC will request a documented report of the reasons for the complaint and require the implicated Certification Body to make a full investigation of the issues raised.

The investigation report must be submitted to the DAFC within 28 calendar days or less in urgent cases.

Complaint handling

The GRMS-secretariat will handle complaints raised by users of the standard.

After holding a meeting, discussing the details of the complaint including data such as audit reports and e-mail correspondence, the GRMS-secretariat will within 28 calendar days from the reception of the complaint submit an answer to the concerned parties.