

Author: L. Bernstein	<b>Social Accountability Accreditation Services</b>	Issue: 1
Approval: R. Zaid	<b>SAAS Procedure 200: SA8000 Advisory 200-1</b>	Effective: November 7, 2008



## **SOCIAL ACCOUNTABILITY ACCREDITATION SERVICES**

**To: All SAAS Accredited Organizations and Accreditation Applicants**

**Subject: Management of Complaints Related to the SA8000 Certification Scheme**

**Background:**

1. At times, SAAS receives complaints or issues of concern from stakeholders regarding facilities that are certified to SA8000. It is expected that if SAAS receives a complaint or issue of concern related to a certified client of an accredited-Certification Body (CB), SAAS will share this information with the accredited-CB.
2. Accredited-CBs shall be responsible for registering the complaint and following all steps laid out in Procedure 200, 4.1 and 4.2. Such certification complaints do not fall into the SAAS complaints system of managing accreditation complaints and SAAS expects that complaints described above will be considered a complaint lodged with the CB. Therefore, it is the sole responsibility of the accredited CB to investigate and resolve any complaints that SAAS refers to it.
3. It is understood that the accredited CB will utilize a complaints system that is compliant with the requirements set out in Procedure 200, 4.1 and 4.2 and, while the complaint is not a SAAS complaint, as SAAS was initially involved in the lodging of such complaints, the CB will report to SAAS the status of the complaint investigation per SAAS Procedure 200, 4.2.2.

**Status: SAAS Procedure 200, clause 4.0 is clarified so that SAAS-accredited Certification Bodies understand that:**

1. At times, SAAS may receive information regarding a certified facility from a partner with whom SAAS or SAI, the owner of the SA8000 standard, has a relationship. This stakeholder may have information which leads to issues of concern about the certified facility which requires investigation by the CB. SAAS shall require CBs to treat such issues of concern as formal complaints and undertake an investigation per SAAS Procedure 200, 4.1 and as noted in the points above and correspond directly with the stakeholder.
2. There are times when the complainant or partner may wish to remain anonymous. It is understood that in such cases, SAAS shall act as a go-between at which point the CB shall send all correspondence to SAAS who will in turn liaise with the complainant.
3. In cases where the complaint relates to the audit itself, it is expected that when undertaking a complaints investigation, the CB shall assign personnel different than the audit team that performed the certification or surveillance audits at the client site involved in the complaint.

Please complete the items below and fax back to SAAS BY November 30, 2008 to acknowledge receipt of this advisory and its incorporation into your procedures. Implementation is required by March 1, 2009.

Signature:	Printed Name:
Date:	
Company Name:	