



## Handling of appeals and complaints

### A. APPEALS

Green Key has the following appeal procedure for receiving, evaluating and making decisions on appeals made by applicant establishments against the decision on the Green Key certification:

- a. When receiving an appeal against the decision regarding the Green Key certification, the Green Key National Operator (or Green Key International for the establishments in countries without a National Operator) must within two weeks acknowledge receipt of the appeal towards the appellant
- b. Within six weeks after receiving the appeal, the Green Key National Operator (or Green Key International) must have conducted an investigation of the appeal and gathered any necessary information. First of all, if it is an appeal after an on-site audit, the auditor authorised for the on-site audit must be contacted for clarification on the matter. If the communication with the auditor does not clarify the appeal, an investigation must be conducted and information must be gathered by an independent individual not involved in the original decision as follows:
  - a. In countries with a National Operator:
    - i. If the National Operator uses independent third-party auditors for the on-site audits, the appeal must be dealt with by another independent third party auditor
    - ii. If the National Operator uses a National Jury for the decision after on-site audits, the appeal must be dealt with by an independent third-party auditor
  - b. In countries without a National Operator:
    - i. Green Key International must ask an independent third-party auditor (other than the auditor previously used) to deal with the appeal
- c. Within six weeks after receiving the appeal, the Green Key National Operator (or Green Key International) must inform the appellant about the outcome of the investigation and the decision in relation to the appeal, and all necessary actions to resolve any issues arising must be taken. The National Jury or independent auditor in





charge of the original decision must be informed about the outcome of the investigation.

## **B. COMPLAINTS**

Green Key has the following complaint handling procedure for receiving, evaluating and making decisions on complaints made against Green Key certified establishments:

- a. When receiving a complaint about a Green Key certified establishment, the Green Key National Operator (or Green Key International) must within two weeks acknowledge receipt of the complaint towards the complainant, and determine whether the complaint is related to compliance with the Green Key criteria and a currently certified Green Key establishment.
- b. Within six weeks after receiving the complaint, the Green Key National Operator (or Green Key International in case of an establishment in a country without a National Operator) must have contacted the certified establishment concerned to conduct an investigation of the complaint and gathered any necessary information.
- c. Within six weeks after receiving the complaint, the Green Key National Operator (or Green Key International) must inform the complainant and the involved certified establishment about the outcome of the investigation and decision in relation to the complaint, and all necessary actions to resolve any issues arising must be taken.

Green Key has the following complaint handling procedure for receiving, evaluating and making decisions regarding complaints made against Green Key in general or a Green Key National Operator/Green Key International:

- a. When receiving a complaint about Green Key in general or a Green Key National Operator/Green Key International, the receiver of the complaint (Green Key National Operator or Green Key International) must within two weeks acknowledge receipt of the complaint towards the complainant, and determine whether the complaint is related to the work of Green Key National Operator or Green Key International
- b. Within six weeks after receiving the complaint, the Green Key National Operator/Green Key International must conduct an investigation of the complaint and gathered any necessary information.
- c. Within six weeks after receiving the complaint, the Green Key National Operator/Green Key International must inform the complainant about the outcome of the investigation and decision in relation to the complaint, and all necessary actions to resolve any issues arising must be taken.

Please note that Green Key does not accept complaints sent anonymously, but Green Key can in exceptional cases accept not to forward information about complainant to the Green Key certified establishment.



Green Key will treat contact information according to the data protection (GDPR) regulation. Contact information will be deleted six months after finalising the appeal/complaint.

