



LEAF Complaints Procedure

Your feedback is important to LEAF to ensure that we continue to improve the services we offer. LEAF welcomes all stakeholder comments and questions to help its continuous improvement work in sustainable farming. This can include feedback on all aspects of LEAF, including comments on the LEAF Marque Standard system (e. g. standard setting, assurance, certification bodies, M&E system, procedures, fraudulent claims and impacts).

LEAF will ensure that all enquiries, comments, questions or complaints are handled responsibly, professionally and in an impartial manner.

How Do I Submit a Complaint?

LEAF welcomes you to use our complaints procedure in case you have a complaint. The procedure aims to facilitate solutions to issues of dispute in a transparent way; prevent possible future disputes; facilitate continuous improvement within LEAF; support stakeholder satisfaction, and to bring ideas from outside in.

Official language of the LEAF complaints procedure is English.

For a complaint to be eligible it should be submitted through the [Complaints Questionnaire](#), be specific and include appropriate evidence or justification to substantiate the claim. LEAF may request further information to validate a claim.

What Will LEAF Do?

LEAF treats all complaints in a confidential manner. LEAF will check whether the complaint is eligible and contact the person or organisation that submitted the case (the submitter) and, if relevant, the other party(s) involved. LEAF will respond within 5 working days to acknowledge your complaint. LEAF aims to resolve your complaint as quickly as possible upon receipt. Where a complaint needs more time, we will inform you of this and give an expected date of resolution.

LEAF will investigate the complaint using all relevant information and take appropriate action. If required, LEAF may contact the submitter, and other stakeholders as appropriate, to determine the extent of the complaint and to obtain additional information. Multiple complaints on the same underlying issue will be considered as one dispute and processed as such.

LEAF will try to find an informal solution to the complaint at first and if an informal solution is not possible LEAF will provide a formal response to the submitter and, if relevant, the other party involved. Where necessary, LEAF may prepare a report including their decision-making process and a corrective action plan.

LEAF will inform the submitter of the solution, a timeline for implementation, and, where appropriate, a corrective action plan. LEAF will oversee the implementation of the solution and corrective action plan and, once verified, will close the complaint. LEAF will inform the submitter and all other parties that the complaint has been closed, and what actions have been taken in a timely manner.



If the submitter (or the other party) is not satisfied with the outcome of the process, they may appeal the decision. LEAF will review the outcome and take necessary corrective action, if appropriate. If required, LEAF may escalate the complaint within the LEAF governance structure.

LEAF will summarise all LEAF Marque complaints (including the broad stakeholder group the submitter belongs to, topic of complaint, date submitted, respective decisions and outcomes, and date closed) in the LEAF Marque Complaints Resolution Log which is made available on the [LEAF website](#). LEAF will also internally record details including acknowledgement and notification(s) made to the submitter and decision-making process.

Any personal information will be handled in accordance with the UK Data Protection Act 1998.

LEAF will review the LEAF Marque Complaints Resolution Log on an annual basis and take into account learnings from the process. The LEAF complaints procedure will be reviewed at least every 5 years, or sooner when deemed necessary.

[LEAF Marque Complaints Resolution Log](#)