



Handling of appeals and complaints


A. APPEALS

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

- a. When receiving an appeal to the decision regarding the Green Key award, 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 1½ month 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, the “original” auditor must be contacted for clarification on the matter. If the communication with the “original” auditor does not solve the appeal, the investigation should be conducted and information 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 auditors for the on-site audits, the appeal must be dealt with by another independent 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 auditor
 - b. In countries without a National Operator:
 - i. Green Key International must ask an independent auditor (other than the auditor previously used) to deal with the appeal
- c. Within 1½ month 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/International 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 regarding complaints made against Green Key awarded establishments:

- a. When receiving a complaint about a Green Key awarded establishment, 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 complaint towards the complainant, and determine whether the complaint is related to compliance with the Green Key criteria and a currently awarded Green Key establishment.
- b. Within 1½ month after receiving the complaint, the Green Key National Operator (or Green Key International) must have contacted the awarded establishment concerned to conduct an investigation of the complaint and gathered any necessary information.
- c. The decision regarding the complaint will after the investigation be taken by an external auditor or a National Jury in countries with a National Operator (or International Jury in countries without a National Operator).
- d. Within 1½ month after receiving the complaint, the Green Key National Operator (or Green Key International) must inform the complainant and the involved awarded 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/International:

- a. When receiving a complaint about Green Key in general or a Green Key National Operator/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/International
- b. Within 1½ month after receiving the complaint, the Green Key National Operator/International must conduct an investigation of the complaint and gathered any necessary information.
- c. The decision regarding the complaint will after the investigation be taken by a National Jury in countries with a National Jury (or International Jury in countries without a National Jury).
- d. Within 1½ month after receiving the complaint, the Green Key National Operator/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 receive complaints anonymously.