Social & Labor Convergence Program (SLCP)

Converged Assessment. Collaborative Action. Improved Working Conditions.

How to share feedback and raise complaints

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SLCP's approach to feedback

Feedback from stakeholders is one of the most important considerations for SLCP:

- Feedback provide an indication of the 'confidence' level in the data

- Feedback identify areas for the Program's improvements

> *SLCP uses feedback to drive continual improvements to SLCP data quality.*

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Do you want to share your *feedback*?

If you want to share general feedback on an SLCP report/ data:

Example: If you want to provide **general information** regarding the SLCP report you recently accessed.

➡️ Fill in the User Feedback form

✔️ *The SLCP Users Feedback Survey takes 10-15 minutes to complete and includes questions on the overall usability of the report, contents, mistakes identified etc.*

⚠️ *The Users Feedback Survey **is not a two-way communication channel**. Feedback data is regularly reviewed and aggregated to look for potential areas for improvement.*

The User Feedback form is not intended to report complaints.

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SLCP's approach to complaints

✓ SLCP takes each complaint raised very seriously

✓ Each complaint is **promptly reviewed** by the VOO (Verification Oversight Organization) and/or SLCP. An answer to the complainant is **always** provided via email

✓ A complaint can be related to:

   ✓ The SLCP assessment or the SLCP data

   ✓ Unethical behavior of facilities/ Verification Body/Verifiers

   ✓ Dissatisfactions with/ misconduct of SLCP and/or VOO personnel

✓ **A complaint should include** relevant details on the nature and content of the complaint and the parties involved and can be raised anonymously*

*Anonymous complaints will not receive an answer from SLCP/VOO.

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Do you want to raise a *complaint*?

1 | **If you want to raise a complaint concerning the SLCP verification process/data**

<u>Example</u>: If you are not satisfied with Verifier Body/Verifier performance and/or if Verification Protocol´s requirements were not fully followed. If you identify quality issues with SLCP data such as missing Assessor/Verifier selection; inadequate Assessor/Verifier Explanation etc.

➡ Fill in the <u>SLCP Complaints form</u>.

🕐 *The VOO will get back to you within **7 working days** with more details on the status of your complaint. The complaint investigation can take up to **2-3 months** to fully reach an outcome.*

📊 *Members of the SLCP QA Program will receive details during their quarterly engagement call with VOO and via dashboards.*

Information received through complaints, if substantiated, can impact the Verifier Body/Verifier score. Learnings gathered are utilized to improve the overall QA program.

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Do you want to raise a *complaint* ? *(cont.)*

| 1 | **If you want to raise a complaint concerning SLCP data:** |

✓ **Complaints related to SLCP data should include the following information:**

- PRJ number (Unique number for the SLCP final report)
- Full name of the facility
- Brand team's assessment period and scope (# of days, month/year, spot check v. full check)
- Type of complaint (i.e., quality of VRF, VB/VE ethics, transparency issue, etc.)
- CAF version#, question key, question number and question description
- Clear and detailed description of the finding/issue including sampled months info, scope of workers

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Do you want to raise a *complaint ?* (cont.)

2 | **If you want to report a case of unethical behavior:**

SLCP defines unethical behaviour as *"any fraudulent act that can compromise the integrity of the verification process, the authenticity of the data, and the overall credibility of the Program performed by any user of the SLCP system and the Converged Assessment Framework (CAF): a facility, an SLCP approved VB and/ or Verifier"*.

➡️ **Write an email to voo_ethics@sumerra.com**

*The VOO will get back to you within **7 working days** with more details on the status of your complaint. The complaint investigation can take up to **2-3 months** to fully reach an outcome*

3 | **If you want to raise a formal complaint about SLCP/VOO personnel:**

Example: If you are not satisfied with their work/ their behavior etc.

➡️ **Use this link to send us your message**

*SLCP will get back to you within **14 working days** with more details on the status of your complaint.*

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Are you looking for a clarification on a specific topic?

1) Clarification on facility information contained in the SLCP report

If you want to follow up on specific information about the facility contained in the report, you should contact the facility directly because the facility is the owner of the report data. The facility can then give you permission to contact the Verifier Body for more information if necessary.

2) Clarification on CAF/Verification Protocol, quality assurance and how to read the SLCP report

- If you require clarification on specific processes, please first visit our Helpdesk where you will see some commonly asked questions.

- If you cannot find the answer to your question, then please submit a request on the SLCP Helpdesk.

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