



The Equitable Food Initiative COMPLAINT MANAGEMENT SYSTEM

VERSION 1.0, DECEMBER 1ST, 2020

Contact Details

Equitable Food Initiative
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Responsibility for these Requirements

The EFI Standards Committee has responsibility for this document, and will periodically review and update it.

Users should verify that they are using the latest copy by checking on the EFI website at:

www.equitablefood.org.

Versions Issued

Version No.	Date	Description of Amendment
v1.0	Dec 1 st , 2020	First public-facing version

About the Equitable Food Initiative (EFI)

EFI is a non-profit skill-building and certification organization that brings growers, farmworkers, retailers, and consumers together to create a safer, more equitable food system. This unique approach sets standards for labor practices, food safety and pest management while engaging workers at all levels to address issues and challenges in the produce industry.

Our Mission Statement

To bring together growers, farmworkers, retailers and consumers to transform agriculture and the lives of farmworkers.

We Believe:

- That being a farmworker is a valuable and honorable profession.
- The skills and contributions of farmworkers create a healthier work environment and produce safer food.
- The future of agriculture lies within the collaboration among growers, farmworkers, retailers and consumers.
- By transforming agriculture, we will transform lives.

Context

Presenting the highest level of assurance possible to the market through EFI labeled fresh produce requires a complex system of engagement and inputs. Through the Leadership Team structure and training program, EFI provides producers with skills and incentives to create or strengthen a continuous improvement culture at certified operations. EFI also expects continuous improvement to be an essential operating mode for ourselves and approved certification bodies. Therefore, we value receiving information about how our growers, certifying bodies, staff, and certification system can be improved. The EFI Complaints Management Process is designed to capture, investigate, and, where appropriate, remediate issues that are not satisfactorily addressed through other escalation processes.

Process

Complaints are submitted through the EFI website at www.equitablefood.org/contact by selecting the option: Feedback/Complaint About the EFI Program.

The EFI Certification Manager receives all complaints. In consultation with the Managing Director, they assign a Resolution Lead on the EFI staff. Below are examples of common assignments:



The Resolution Lead will acknowledge receipt of the complaint by email within three business days if the reportee has opted into continued communication. Following the EFI problem-solving model, the Resolution Lead will gather additional information to understand and validate the complaint.

The Resolution Lead will then present a remediation plan for approval by the Managing Director and, when appropriate, communicate the plan and progress towards the proposed resolution with the reportee.