



## Complaint Form

**for issues related to the implementation of the  
GOTS quality assurance and labelling system**

Reg. N°

This form was developed to formalise and ease notifications that indicate (suspicion of) unauthorised, false or misleading use of the GOTS logo or other claims related to GOTS (certification), failures or omissions in the course of the GOTS certification procedure or any other violations against the GOTS quality assurance or the licensing and labelling system or of the ownership and other rights of/in the Global Standard.

Such complaints can be submitted by any company, organisation or individual and will be processed by the Global Standard GmbH.

In order to allow a timely and appropriate investigation of the complaint please fill the form completely and provide all relevant additional information with it.

1. Information on the Complainant – Your contact details	
Legal name of company / organisation	<input style="width: 100%;" type="text"/>
First and last name of complainant	<input style="width: 100%;" type="text"/>
Address	<input style="width: 100%;" type="text"/>
Phone	<input style="width: 100%;" type="text"/>
email / website	<input style="width: 100%;" type="text"/> / <input style="width: 100%;" type="text"/>
2. Addressee of the complaint	
Legal name of company / organisation	<input style="width: 100%;" type="text"/>
Contact person(s), if known	<input style="width: 100%;" type="text"/>
Address	<input style="width: 100%;" type="text"/>
email / website	<input style="width: 100%;" type="text"/> / <input style="width: 100%;" type="text"/>
3. Subject of the complaint	
<input type="checkbox"/> Indication of a (potential) misuse of the GOTS logo In the event of: <input type="checkbox"/> On-product label application    or <input type="checkbox"/> Off-product label application	
<input type="checkbox"/> Indication of (potentially) false or misleading assertions related to GOTS certification/compliance of <input type="checkbox"/> a company <input type="checkbox"/> textile product(s) <input type="checkbox"/> (chemical) input(s) used in textile processing	
<input type="checkbox"/> Indication of an inappropriate or unprofessional service in the course of (application of) the GOTS certification procedure	
<input type="checkbox"/> Indication of failures or omissions in the course of the GOTS certification procedure	
<input type="checkbox"/> Other, please specify:	

# INTERNATIONAL WORKING GROUP ON GLOBAL ORGANIC TEXTILE STANDARD



## 4. Description and substantiation of the complaint

Please describe and give reason for the complaint below as precisely as possible, inform about any steps taken so far and attach all corresponding relevant information:

Please describe your complaint:

Please enter any evidence that supports your complaint. If relevant, kindly quote any violated GOTS criteria or procedures

If applicable, please enter any steps taken so far, such as persons contacted, responses received, etc.:

Name of attachments / relevant information that substantiate the complaint  
(e.g. scanned samples of false label applications, links to websites where false information is provided; correspondence, certificates or other documents that support the claim)

①

③

②

④

## 5. Further information / comments

Please note down any further information or comments relevant in the context of your complaint and its processing that is not covered / does not fit to any of the above points.

## 6. Authorisation

Please confirm the correctness of these data:

Place

Date

Name

Please e-mail the completely filled form and all attachments to:

[mail@global-standard.org](mailto:mail@global-standard.org)

After evaluation of your complaint and the corresponding submitted information you will be informed that the complaint will be processed and/or if further information would be required to be able to process it appropriately.

Thank you for your efforts to file a formal complaint that may help to assure and further improve the GOTS quality assurance and to safeguard credibility of the GOTS program and its labelling system.