Complaint and Appeal Form 投诉和申诉表

In case you have a complaint (appeal, or allegation) to report to SRS, please fill in this form. We accept and welcome complaints about our service to you or others, including the document handling, the inspection service, or the certification process, about a certified operation which you suspect to break organic rules, misleading advertisement, placing products on the market as organic when they are not.

如果您有投诉（申诉，或指控）要向SRS提出，请填写此表。 我们接受并欢迎有关我们服务的投诉，包括文件处理，检查服务或认证流程，也包括您怀疑的违反有机规则、误导性广告、或将非有机产品作为有机产品投放市场的项目。

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| **1. Contact Details联系方式** | | |
| Name姓名 |  | |
| Company (if applicable)  公司（如适用） |  | |
| Address 地址 |  | |
| Email 邮箱 |  | |
| Phone number电话 |  | |
| **2. Category of Complaint / Appeal 投诉/申诉类型** | | |
| I am your client and issue a complaint about the services of SRS. 我是你们的客户，并就SRS的服务提出投诉  I am your client and appeal against your decision for certification, denial, suspending or revoking my certificate我是你们的客户，并就你们的认证决定、拒绝、暂停或撤销我们的证书提出申诉。  I am your clients‘ customer and issue a complaint for the products/services received by your client我是你们客户的客户，并针对你们客户的产品/服务提出投诉。  I am an interested party and issue a complaint / allegation about an SRS certified operation. 我是利益方，并就SRS的客户提出投诉/指控。 | | |
| **3. Description of the Complaint / Appeal / Allegation 投诉/申诉/指控描述** | | |
|  | | |
| Attachments to this complaint (e.g. TC, invoices, etc. if applicable)  本次投诉的附件（例如：销售证，发票等，如适用）: | | |
| I hereby declare that the statements and information in this form are true and correct, and I authorize SRS representative(s) to investigate all statements or other information contained in this form and any attachments submitted with it. 我在此声明，本表格中的陈述和信息真实无误，我授权SRS代表调查此表及任何提交的附件中包含的所有陈述或其他信息。  I allow my personal data above mentioned to be processed for the purpose of further investigation by SRS or by its agents, employees, representatives or interested parties and I release all parties and persons from any and all liability that may result from furnishing such information to SRS.  我同意上述个人数据得到处理，以便 SRS或它的代理人，雇员，代表或利益相关方进行任何后续调查，并免除所有可能向SRS提供信息的当事方和个人的任何或全部责任。 | | |
| Name姓名 | |  |
| Place, Date地点，日期: | |  |
| Signature签名: | |  |

**Note**: We need to have your name and contact details to accept the complaint. None the less, will all information be treated as confidential and not forwarded to parties other than authorities which have the duty of supervising SRS and the organic market.  
注意：我们需要您的姓名和联系方式才能受理投诉。 尽管如此，所有信息都将被视为机密信息，而不是转发给有权监管SRS和有机市场的当局以外的其他方。

Please send the completed form to请将完整表格发送至: complaint@srs-certification.com