

Fairtrade Australia & New Zealand

Allegations Handling Policy

1. Purpose

Fairtrade Australia and New Zealand (Fairtrade ANZ) is committed to the adherence to the Fairtrade Standards and policies and is part of our role as a licensing body to ensure our customers are meeting their requirements under these standards. This policy defines what an allegation is, and our approach to investigating any claims.

2. Related Policies

- Anti-Fraud and Anti-Corruption
- Complaints Handling
- Impartiality
- Privacy
- Whistleblowing Protection.

3. Related Legislation

Australia:

- Treasury Laws Amendment (Enhancing Whistleblower Protections) Bill 2018
- Fair Work Act 2009
- Public Interest Disclosure Act 2013.

New Zealand:

- Human Rights Act 1993
- New Zealand Bill of Rights 1990
- Privacy Act 2020
- Protected Disclosures (Protection of Whistleblowers) Act 2022.

4. What is a Allegation?

Allegation refers to an accusation, made by a third party claiming that a Licensee is violating the Fairtrade Standards, policies and procedures, is damaging Fairtrade's reputation, is misusing the FAIRTRADE Marks or is in breach of its License Agreement.

An allegation can be made by any party, which may include a member of the public, a Fairtrade customer, an NGO, or a labour union.

5. Submitting an Allegation

All allegations must be submitted in writing and addressed to:

Private and Confidential

CEO Fairtrade ANZ

- Australia: 160 Johnston Street, Fitzroy, VIC 3065 | senthil@fairtrade.com.au
- New Zealand: PO Box 33 1587, Takapuna, Auckland 0740 | senthil@fairtrade.com.au

If you need assistance to document the allegation, please contact Fairtrade ANZ (licensing@fairtrade.com.au) and the Licensing personnel can assist with documenting the allegation.

All submitted allegations will be treated with the strictest of confidence, to ensure the identities of the parties are protected.

What information is required when making an allegation?

When making an allegation, providing as much of the following information as possible will make it easier for us to investigate matters:

- Your name, position and contact details
- The name of the organization and FLO ID (if known)
- Which Fairtrade criteria is your allegation relating to
- A description of the issues you are alleging
- Attach any documentation to support your claim.

We will acknowledge in writing all allegations within 10 days of receipt, unless the allegiant declines to provide contact details or where the nature of the allegation is such that it is not possible to acknowledge in writing.

Your allegation will be assigned to a relevant staff member for investigation. Any person with a conflict of interest in relation to the allegation shall be excluded from the review and decision making process.

Processing the Allegation

The staff member will make an initial assessment of the claim, to ensure its validity and determine the investigation process.

If the allegation concerns a purely certification related matter it will be transferred to Fairtrade ANZ's certification body, FLOCERT.

The reasons an allegation may not be investigated further are: the organization is not Fairtrade certified or licensed, the allegation is not linked to a breach of Fairtrade Standards, policies or the allegation has no link to the Fairtrade standards or policies.

Based on the nature of the allegation, the investigation may take the form of including analysis of the evidence provided, analysis of audit history, taking a statement from the customer or analysis taken as part of an announced or unannounced audit.

The investigation is required to be completed within a 6 month time frame, however where the allegation is classed as high risk, action will be taken to ensure the process does not take longer than 3 months.

Allegation Decision

If the result of the investigation, finds no evidence that the Fairtrade standards, policies or contract were breached, it will be dismissed.

Once we have investigated the allegation, we will provide you with a written response to the party making the allegation.

If you are dissatisfied with Fairtrade ANZ's process in handling the allegation you may contact Fairtrade International (compliance@fairtrade.net), the owner of the Fairtrade Standards, for further review.

Fairtrade ANZ will keep a record of all allegations made, and the results of the investigation.

6. Confidentiality of Allegations

The information received through the allegations procedure is handled as confidential information.

Specifically, where Fairtrade ANZ receives credible confidential allegation information from a third party, and this information, by its nature, cannot be provided to the operator, then Fairtrade ANZ shall:

- Not disclose the confidential allegation to any party except those within Fairtrade ANZ who have a need to know, or as required by law
- Not use the confidential allegation during an audit in any way that may allow the operator to identify the individual(s) or organisation(s) who provided the information
- Not use the confidential allegation as evidence of non-conformity unless the information can be verified as being correct by other means
- Use the confidential allegation to identify which areas of the client's operation should be investigated.

7. Document Control

This Policy is available in the shared Fairtrade ANZ drive for all employees and is available on our website.

A copy of this policy will be provided to any person or organisation on request.

8. For More Information

For more information or assistance, contact us at:

- Australia: info@fairtrade.com.au
- New Zealand: info@fairtrade.org.nz

9. Monitoring, Approval and Review

Complaints are logged and reviewed regularly to identify systemic issues.

This policy is reviewed every 3 years to ensure effectiveness and compliance.

- Last approved by the Board: May 2025
- Scheduled review date May 2028