

	FORM	REPORTS AND COMPLAINTS FORM	REV.	DATE	PAGE
	PSL 01		3	11.03.2024	1 of 1

1. Report issued by: (leave blank if you want to remain anonymous)	2. Date
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Indicated area		
• Child labour	• Freedom of association and right to collective bargaining	• Working time
• Forced and compulsory labour	• Discrimination	• Remuneration
• Health and safety	• Disciplinary procedures	• Management system

3. Description:

COMPILATION AND MANAGEMENT INSTRUCTIONS

1. The worker who wishes to make a complaint or a report in relation to the SA 8000 aspects, shall fill in fields 2 and 3, and possibly also field 1 if he wishes to make known that he reports. Otherwise, leaving it blank if he wishes to remain anonymous.
2. Once the form has been filled in, the worker enters it in the appropriate box, or if he prefers, sends it by mail, fax, paper mail, etc... to the attention of the Social Performance Team (SPT).
3. The SPT acquires the complaint forms and promptly, and in any case, within a maximum of one month, decides on any necessary actions, giving notice to workers; in case of a corrective/preventive action, the Resp. SG SA 8000 will manage as the procedure.
4. If our Company is unable to manage or completely resolve a complaint, you can appeal to:

- By email: segnalazioni@leduevalli.com
- SI CERT S.A.G.L. Certification Body, by ordinary mail to the address Strada Statale 18, 119-121, 84047 Capaccio Paestum (SA) – Italy, or at reclamisa8000@sicert.net (tel. 800.98.38.73)
- SAAS Accreditation Body: email saas@saasaccreditation.org
- Social Accountability Accreditation Services, 9 East 37th Street, 10th Floor, New York, NY 10016, USA (tel: +1 (212) 391-2106).