



Annex 1 – CSC Grievance and Complaint Submission Form

Supporting Materials

Please include any evidence that can substantiate your claims, such as:

- Witness accounts
- Relevant documents or publications
- Photographs or media
- Reports or correspondence

Important Notes:

- **Submit copies only (no original documents)**
 - **Preferably include non-confidential versions to assist CSC in processing the complaint effectively**
-

How to Lodge a Complaint or Raise a Grievance

To file a grievance or raise a concern, please complete this form and forward it to the CSC either by post or email:

Postal Address:

Concrete Sustainability Council (CSC)
Rue de la Cité 1
1204 Geneva, Switzerland

Email:

grievance@csc.eco



Complaint Submission – Required Information

All grievances will be handled according to CSC's official Grievance and Complaint Management Process. Please ensure all relevant details are included in your submission.

1. Involved parties

Complainant's Contact Details

Organization Name (if not anonymous): _____

Contact Person: _____

Position/Title: _____

Address: _____

Location/Region: _____

Phone (with country code): _____

Email: _____

If the complainant is representing an organization, the person submitting this form affirms they have the authority to file and manage this complaint on behalf of that organization.

Signature: _____

Full Name: _____

Date: _____

Who is involved in the complaint?

Organization Name (if applicable): _____

Full name of the individual to whom the complaint is directed: _____

Position/Title: _____

Address: _____

Location/Region: _____

CSC Member / Stakeholder Involved (if applicable) _____



2. Nature:

(Please tick one)

- ☐ Grievance
- ☐ Complaint

a) Area of Concern

(Please tick all that apply)

- ☐ Governance or policy-related issues involving CSC
- ☐ Behavior or decisions made by CSC governance individuals
- ☐ Logo misuse or unauthorized claims
- ☐ Unauthorized or counterfeit use of certificate or reference to CSC certification
- ☐ Actions taken by a CSC contractor
- ☐ Conduct of a CSC employee
- ☐ Concerns about membership or certification status
- ☐ Questions regarding accreditation of an Auditor, Certification Body, or Specialist
- ☐ Conduct of a Member (inside or outside an audit)
- ☐ Conduct of an Auditor during a CSC audit
- ☐ CSC's role in Certification Body accreditation
- ☐ Actions of a Specialist working with a Member or audit team
- ☐ Other (please specify):

b) Informal Resolution Attempts

Describe any prior efforts made to resolve the issue informally:
