

Governance and Independence

FFCA maintains defined responsibilities, authorities, and processes for the effective management of its certification activities.

The governance and management arrangements of FFCA are designed to safeguard **impartiality, independence, competence, and integrity** in certification activities and decision-making.

Complaints and Appeals

FFCA maintains established processes for receiving, reviewing, and addressing **complaints and appeals** related to its certification activities.

Complaints and appeals are handled in a fair, impartial, and timely manner in accordance with applicable procedures and requirements.

Certification Information

Information concerning FFCA's certification activities, applicable certification schemes, certified organizations/products, and other relevant certification information is maintained and made available in accordance with applicable requirements.