



COMPLAINTS / SUGGESTIONS

Doc RS01M01 REV. 0

Rif. Proc. RS01

Page 1 of 3

SPACE RESERVED TO THE INTERESTED PARTY

<input type="checkbox"/>	COMPLAINT	SUBMITTED BY	<input type="checkbox"/>	WORKER	<input type="checkbox"/>	CUSTOMER	<input type="checkbox"/>	SUPPLIER	<input type="checkbox"/>	OTHER	
<input type="checkbox"/>	SUGGESTION		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		
<input type="checkbox"/>	THE INTERESTED PARTY PREFERS TO REMAIN ANONYMOUS	<input type="checkbox"/> THE INTERESTED PARTY IS AVAILABLE TO BE CONTACTED									
		REFERENT:				COMPANY:					
		ADDRESS:									
		E-MAIL:					TELEPHONE:				

AREA SUBJECT TO THE REPORT

<input type="checkbox"/>	Child labour	<input type="checkbox"/>	Forced or compulsory labour	<input type="checkbox"/>	Management System
<input type="checkbox"/>	Right of association and right of collective bargaining	<input type="checkbox"/>	Discrimination	<input type="checkbox"/>	Disciplinary practices
<input type="checkbox"/>	Working hours	<input type="checkbox"/>	Salaries	<input type="checkbox"/>	Environment
		<input type="checkbox"/>		<input type="checkbox"/>	Health and safety

DESCRIPTION (CONTENT OF THE COMPLAINT/HEALTH - SAFETY SUGGESTION) DATA _____

noise Dangerous substances machines Optical radiation vibration

electromagnetic fields Emergency management load handling

microclimate other

DESCRIPTION (CONTENT OF THE COMPLAINT/SUGGESTION HEALTH - ENVIRONMENT) DATA _____

emissions into the atmosphere Water discharges environmental noise waste management

Emergency management energy efficiency other

DESCRIPTION (CONTENT OF THE COMPLAINT/ETHICAL SUGGESTION) DATA _____

ACTION AND/OR REMEDIES REQUIRED

HOW TO SUBMIT A COMPLAINT

- brevi manu
- post [SUTTER INDUSTRIES S.p.A. – Località Leigozze, 1 – 15060 Borghetto Borbera (AL)]
- fax (0144/950812)
- e-mail (sa8000@sutter.it)
- Complaints box

If the interested party does not feel adequately represented and protected by the figures provided for by the Social Responsibility Management System, he/she has the right to contact directly to:

- Certification Body: **SGS**, via Ricasoli 6/8, 48123 Ravenna, tel. +041/2902509 e-mail: sa8000@sgs.com
- Accreditation Body: **SAAS Social Accountability Accreditation Services** – 9 East 37th Street, 10th Floor - New York - NY 10016 - tel: +1-(212)-391-2106, email: saas@saasaccreditation.org

SPACE RESERVED FOR THE COMPANY

SUGGESTION N°										
HOW TO RECEIVE	<input type="checkbox"/>	COMPLAINTS BOX	<input type="checkbox"/>	POST / FAX	<input type="checkbox"/>	E-MAIL	<input type="checkbox"/>	BREVI MANU	<input type="checkbox"/>	OTHER
JUDGMENT OF RELEVANCE		<input type="checkbox"/>	RELEVANT COMPLAINT			<input type="checkbox"/>	IRRELEVANT COMPLAINT			
Documents/Information to be acquired:										
Aspects to be explored:										

Results of the appraisal - Proposed solutions:		
Achievements:		
Conclusions:		
Reply sent on _____ by _____ to the interested party who reported the complaint.		
Data:	signature of SA8000Responsible	Signature of RRS