

# Complaints policy

## Our complaints policy

Flowers make you happy and we at Flower Trade Consult would like to keep it that way. This does not mean that nothing ever goes wrong with us or in the chain in which we work. To change or improve this, there is a complaint form on the website with which complaints can be submitted (anonymously or with contact details). Employees, as well as external parties, may use this form. We see complaints as a signal to learn and improve.

## Complaint definition

A complaint is an expression of dissatisfaction with the actions or inactions of Flower Trade Consult. Comments or suggestions are also welcome, but must be submitted via the contact form.

## Complaint handling

Flower Trade Consult has a clear process for handling complaints and will work with care. The more concrete the complaint is (in terms of identified facts, circumstances, type of complaint, seriousness of the complaint, possible causes and well-foundedness), the better the complaint can be addressed. It is also examined whether there have been previous complaints from the same person or similar complaints and what has happened to them.

In the event of an internal complaint (about activities within FTC), we will analyse the complaint and, where necessary, adjust our work process or working method to prevent new complaints. The completed complaint form will be sent to [petra@flowertradeconsult](mailto:petra@flowertradeconsult) (confidential counsellor at Flower Trade Consult). Depending on the nature of the complaint, it will then be discussed with the appropriate persons/department. In the case of anonymous complaints, feedback is not possible. In case of complaints with contact details, a complaint will always be given feedback. As soon as possible (with a maximum of 14 days) you will receive an acknowledgement of receipt and after that we will keep you informed of the analysis and possible resolution process.

In the event of an external complaint (about activity outside the FTC), we analyze the complaint and look at the seriousness of the complaint and the influence that can be exerted on it. As with internal complaints, an acknowledgement of receipt is always sent when contact details are provided and here too the submitter is included in the process that follows.

## Complaint reporting

A complaint report can be found in the CSR report of Flower Trade Consult (provisional internal publication)