



Agriculture Verification and Validation, Inc. (AgriVV) Appeals & Complaints Policies

Appeals

AgriVV values transparency and accountability in our validation and verification processes. We accept appeals from clients who believe that a validation or verification team member has made a technical error or reached an erroneous conclusion. We encourage clients to first raise any concerns with the validation or verification team leader before formally appealing.

If clients remain unsatisfied after discussing the matter with the team leader, they may submit a formal appeal on specified technical grounds. Appeals must be made in writing and can be sent electronically to info@agrivv.com or mailed to AgriVV at 1201 Delta View Road, Suite 2, Hanford, CA 93230.

An appeal will be reviewed by individuals not involved in the planning or execution of the validation or verification engagement. Upon receipt of an appeal, AgriVV will provide written acknowledgment and outline the steps to be taken to address and resolve it. We will keep the appellant informed of the progress and provide the outcome of the appeal, along with any relevant progress reports.

Complaints

AgriVV is committed to addressing any complaints related to the delivery of our validation and verification services. If you have a complaint, please submit it in writing electronically to info@agrivv.com or by mail to AgriVV at 1201 Delta View Road, Suite 5, Hanford, CA 93230.

Upon receiving a complaint, AgriVV will promptly acknowledge its receipt and endeavor to substantiate the basis of the complaint. Complaints will be reviewed by individuals who were not involved in the validation or verification activities implicated by the complaint.

After substantiating a complaint, AgriVV will provide written acknowledgment to the complainant and outline the steps that will be taken to address and resolve the issue.

Once the investigation is complete, AgriVV will inform the complainant of the outcome and any actions taken as a result. We assure you that no discriminatory actions will be taken against the party making the complaint.