

Ch 7 Guarantee System

7.1 Overview and Flow

The WFTO Guarantee System shall ensure that WFTO members adhere to the organisation’s Principles as expressed in the WFTO Standard approved in 2012¹ by the WFTO Board of Directors. New organisations need to apply for membership according to the Membership Application procedures and demonstrate compliance with the WFTO Standard. For new members, as well as existing trading members, the three main components to assess members’ compliance with the WFTO Principles are:

1. **Self Assessment:** every 2 or 3 years
2. **Monitoring audit** by an approved WFTO auditor or audit according to an equivalent Fair Trade verification scheme every 2- 6 years depending on the risk category
3. **Peer visits** by peers nominated by the FTO: every 2 - 6 years depending on the risk category

Additionally, the **WFTO Fair Trade Accountability Watch** tool provides a mechanism for ongoing feedback and monitoring between WFTO members and by members of the public.

Trading WFTO members (producers, traders) are categorised in three risk categories (low/medium/high) based on the complexity, scale and control of their operation and whether they use the WFTO Product Label on their products or not (*see 8.3.1 Members Risk Analysis*). The risk level is set initially using a risk assessment tool, and adjusted over time depending on the findings of audits and visits, as well as FT Accountability Watch feedback.

The risk category of a member influences the depth and frequency of monitoring. The tables below illustrate the frequency for different risk levels.

WFTO GUARANTEE SYSTEM CYCLE FOR TRADING MEMBERS			
	Low Risk	Medium Risk	High Risk
Self Assessment	Every 2 years; <i>after 2 good audits reduced to every 3 years</i>	Every 2 years	Every 2 years
Monitoring audit	Every 4 years; <i>after 2 good audits reduced to every 6 years</i>	Every 4 years (alternating with Peer visit)	Every 2 years (alternating with Peer visit)
Peer visit	Every 4 years; <i>after 2 good audits reduced to every 6 years</i>	Every 4 years (alternating with Audit)	Every 2 years (alternating with Audit)

¹ All subsequent revisions of the Standard are also approved by the WFTO Board.

Monitoring audits alternate with Peer visits. Thus the frequency of physical visits (either Monitoring audits or Peer visits) is as below:

ASSESSMENT FREQUENCY FOR TRADING MEMBERS			
	Low Risk	Medium Risk	High Risk
Assessment Visit frequency (Peer visit or Monitoring audit)	Every 3 years; (after 2 successful audits)	Every 2 years	Every year

APPROVAL FREQUENCY FOR TRADING MEMBERS			
	Low Risk	Medium Risk	High Risk
Approval by Board	Every 6 years; (after 2 successful audits)	Every 4 years	Every 2 years

In the transition to establish the Guarantee System, all existing trading members will have a Monitoring audit before approval, and then be given a monitoring schedule that will start with the Peer visit, followed by the Monitoring audit. In line with their monitoring schedule as outlined above, each FTO will be monitored, looking at their Self Assessment Report alongside the latest Peer visit or audit report. Approval by the Board and renewal of contracts will coincide with the assessment of the audit report. Audit reports of other Fair Trade schemes that are accepted by WFTO as equivalent, can be accepted, either partially or fully, as a qualifying audit (see 8.3.3 for Recognition of other Fair Trade systems).

Existing WFTO members may begin to use the WFTO Product Label on products only after they have completed the new Self Assessment against the Standard and after their first Monitoring audit and approval. They must sign an additional labelling agreement with WFTO.

Provisional members have to undergo their first Monitoring audit before they can be approved as members (see application procedure below).

7.2 Components of Guarantee System

7.2.1 Membership applications

Organisations wishing to join WFTO need to apply for membership and need to demonstrate compliance with the WFTO Standard before they can be accepted as WFTO members.

Any producer or trader organisation that has been in existence for at least 2 years, is committed to Fair Trade and can demonstrate sound behaviour from a social, economic, cultural and environmental point of view in line with the WFTO Principles can apply to be registered as a member. Fair Trade Support Organisations and Networks can also apply to be members. A donor organisation or national or international agency that campaigns for

more just trading conditions cannot be registered as a Fair Trade Organisation/member but can become an Associate member.

Applicants first become Provisional members with restricted rights (*see Ch 4.1*). After they have submitted a SAR and undergone their first Monitoring audit successfully they can be approved as members.

An organisation which is not admitted as a member, may reapply after 2 years if they can demonstrate that the obstacles to membership have been dealt with. They will be required to do a new self assessment and undergo another Monitoring audit. The status of Provisional member will not apply for reapplications.

Applying for Membership

1. The applicant organisation is invited to download all required information from the WFTO website, or can request it from the WFTO Office:
 - Application procedure and application fees
 - Explanation of membership categories and who can apply
 - Membership fees categories
 - WFTO Code of Practice (*11.2.4*)
 - Relevant sections of the Guarantee System Handbook
 - Profile for new members form (*11.1.1a*)
 - WFTO Standard (*Ch 6*)
 - Details of regional WFTO office to submit the application (see website)
 - WFTO Membership Contract (*11.2.9*) – provided by Global office after approval
2. The applicant completes the WFTO Profile form and submits all the requested documents, including the signed WFTO Code of Practice, to the WFTO Office.

The application form asks for the names of three referees, at least one of whom must be an existing member of WFTO, ideally in the applicant's own country. Applicants for membership without links to WFTO members and from countries currently without a WFTO presence, may provide references from non WFTO member organisations, such as trading partners, local NGOs, other trusted bodies or individuals to be considered.

Review of the Application

3. The WFTO office opens a file for each applicant. A unique number for each applicant organisation is provided by the WFTO Global office and a handling fee is charged to the applicant by the Regional office.
4. The Regional office confirms whether the applicant appears to fulfil the membership criteria and appears to operate overall in line with the WFTO Standard.
5. If the application is found to be complete, the Regional office follows up the references. A reference must be obtained from each referee. The referee receives the Profile of the applicant organisation for this purpose, and the signed Code of Practice as a basis for his/her recommendation. A WFTO member who knowingly gives a misleading reference may be subject to sanctions. Those WFTO members or organisations who have been called upon to provide a reference, but who feel that they do not know the organisation well enough, are requested to notify the Regional office within 2 weeks. If

the appointed referee does not respond, the applicant is responsible for finding an alternative referee.

6. At the same time, the Regional office contacts all other members of WFTO in the candidate's country to provide them with the opportunity to share any comments they wish to make regarding the applicant's reputation with regard to WFTO Principles and ethics. These members will be given 2 weeks in which to respond.
7. If the references support the application, the applicant's Profile is screened by the Regional office. A recommendation for approval as a Provisional member is then drafted.

Decision on Provisional and Membership Status

8. Based on the references and the assessment, the regional officer recommends approval or rejection of the applicant organisation as a Provisional member.
9. All final documents of the applicant are sent to the WFTO Global office for filing. The WFTO Global Board approves or rejects the applicant as a Provisional member within one month of the recommendation, before the applicant is informed officially.
10. Organisations need to sign the WFTO membership contract and pay the membership fee to become a Provisional member. If the fee is not paid within 2 months of their acceptance, their Provisional membership automatically lapses.
11. Provisional members may not advertise themselves as WFTO members or suggest in any way that they are guaranteed by WFTO as Fair Trade. Doing so may result in immediate termination of their Provisional membership.
12. WFTO will communicate the names of all new Provisional members to the WFTO membership, and any concerns about the practice of the Provisional member may be raised through the Fair Trade Accountability Watch (*see 7.2.5 below*) so that issues can be checked in the Monitoring audit.
13. If there are any instances where it is found that the Provisional member has been misleading in their Profile form, the Provisional membership may be terminated immediately.
14. In order to become a member, the Provisional member needs to complete a Self Assessment Report (SAR) and address any identified needs for action before a Monitoring audit is scheduled. The SAR must be submitted at least 12 months after the approval date and the first Monitoring audit must take place within the next 12 months of SAR acceptance, otherwise the Provisional membership lapses.
15. If the audit confirms that the Provisional member meets the WFTO Standard, the Guarantee System Manager, and if appropriate the Standard and Guarantee System committee, makes a recommendation to the WFTO Board for approval as a WFTO member.
16. Once approved the organisation receives a notification of membership and at this point they will sign the logo agreement and, if they wish to use it, the contract for the use of the WFTO Product Label.
17. If the organisation is a trading member, or a non trading member intending to use the Product Label, a risk analysis of the FTO is completed and the WFTO Guarantee System

Manager sets the FTO's Guarantee System monitoring schedule and informs the organisation accordingly.

7.2.2 Self Assessment

1. Each WFTO trading member has to complete a Self Assessment every 2 or 3 years, following the Self Assessment guidelines (11.1.1). The Self Assessment date is set in the member's individual monitoring schedule.
2. The WFTO Global office sends a reminder to members 4 months before their Self Assessment is due, with the guidelines and forms as well as their existing member Profile for updating. The member receives a deadline for submission of their Self Assessment Report, when another reminder is sent.
3. The member organisation's management conducts the necessary internal consultations and visits to ensure it has assessed its entire operation against the WFTO Standard, including documentation of consultations with suppliers and trading partners in the two or three years before the Self Assessment. The findings of their Internal Monitoring System with regard to Fair Trade conditions for suppliers' producers are also internally reviewed (*see Ch. 6.3 and 11.1.2*).
4. The member organisation then completes the Self Assessment Report, including all required forms and sends it to the WFTO Global office by the agreed deadline. If the Self Assessment Report is not received within 30 days of the deadline, a reminder is sent before the sanctions procedure is started 60 days after the Self Assessment due date (*see Ch. 8.2.1 Approval and Sanctions procedure*).
5. The WFTO regional office screens the Self Assessment Report for completeness and the Guarantee System Manager screens for issues that may need special attention during the Audit. Then the Self Assessment Report is filed until the FTO's scheduled approval date when it will be assessed together with the latest Monitoring audit or Peer visit report, as described in the Approval and Sanctions procedures.
6. When a Monitoring audit or Peer visit is due, the Self Assessment Report is sent out to the monitoring auditor or the designated peer indicated by the FTO in preparation for the visit. It is the auditor's and peer's duty to crosscheck the information in the Self Assessment Report during the visit and include this in their reports.
7. The Self Assessment Report is then evaluated by the Guarantee System Manager together with the Monitoring audit or Peer visit report as a basis for approval or sanction of the FTO (*Ch. 8.2.1 Approval and Sanctions procedure*). Approval by the Board and renewal of contract coincides with the assessment of the Monitoring audit report.
8. Recommendations for approval go to the Board, (with quarterly updates on approvals given to the Standard and Guarantee System committee) or if there are any issues identified will pass through the Standard and Guarantee System committee who may recommend corrective actions, sanctions or approval to the Board.

7.2.3 Monitoring audit

Every WFTO member is obliged to have a Monitoring audit at agreed intervals, with the exception of non trading members. The audits alternate with Peer visits to result in the

intended assessment frequency according to the member's risk category (see tables in Overview & Flow above).

Each FTO has a prescribed Monitoring audit scheduled according to its risk category. Existing recognised Fair Trade certifications of members are taken into account in setting the schedule.

Recognised systems to replace the WFTO Monitoring audit

The member (or Provisional member) submits its latest certification report from the Fair Trade scheme it is audited by. If recognised under WFTO's policy on recognition of other systems (*see 8.3.3*), this may replace the need for a WFTO Monitoring audit or allow a reduced audit.

Selection of Auditors

1. WFTO trains and qualifies a pool of WFTO Guarantee System auditors in all membership regions. If suitable, WFTO may collaborate with an auditing organisation to coordinate Monitoring audits in certain regions.
2. The auditors sign a contract with WFTO to confirm confidentiality, freedom of conflicts of interest, due diligence, work ethics and code of conduct as well as an agreed daily rate.
3. The fees charged by each auditor for WFTO audits are negotiated and fixed per day.
4. Clear formalities of work assignment (scope, assigned tasks, preparation and report writing) are communicated to auditors.

Organisation of the Monitoring audit

5. WFTO reminds the member that the Monitoring audit is due at least 6 months in advance (as per the FTO's agreed monitoring schedule), including the proposed scope and length. The risk level of the FTO, or any received complaints, can determine the scope of the audit.
6. WFTO proposes a suitable auditor, ensuring there is no conflict of interest for the auditor selected. The FTO may reject the auditor on reasonable grounds and another will be proposed.
7. The FTO contacts the auditor and agrees on the audit date (at least 3 months before the due date). The FTO informs the WFTO Guarantee System Manager of the planned date of the audit.
8. The FTO pays for the audit services directly. It is normal procedure for the organisation to prepay for audit services fully in order to ensure the impartiality of the auditor. Problems with auditors' performance can be reported to WFTO.
9. It is the FTO's responsibility to organise its Monitoring audit within the agreed time frame (before the due date). Failure to organise the Monitoring audit will result in first a reminder and then the sanctions procedure will be initiated (*see Ch. 8.2.1 Approval and Sanctions procedure*).

10. Once the audit date is fixed, the WFTO Guarantee System Manager sends the auditor the Audit protocol and report format (*Annexes 11.1.5 and 11.1.6*) and all relevant information, notably the scope of the audit, up to date Self Assessment Report, including the Profile of the FTO, most recent previous Monitoring audit or Peer visit report (if any), previous approval decisions and agreed corrective actions as well as any special issues or concerns to be followed up (e.g. from WFTO Fair Trade Accountability Watch). In the case of complex organisations a more detailed audit plan is discussed with the auditor. The auditor may request any additional information.
11. Within the audit scope suggested by WFTO, the auditor will need to select which producers/ suppliers under the FTO's IMS he/she wishes to visit by consulting the Profile, Supplier Monitoring form and other information provided by WFTO. The auditor can request additional information from the FTO about these suppliers before choosing, and WFTO will also indicate if there are particular suppliers they want to check as a result of previous concerns from external visits or complaints.
12. For marketing FTOs, where their suppliers are in a different country or require additional supplier visits, WFTO will need to select unverified suppliers who should be visited by a local auditor, before, or at the same time as the Monitoring audit takes place. WFTO will locate auditors to do these visits and send them the relevant information. WFTO will make the final decision which of these suppliers are visited. If any Supplier Verification reports come in after the Monitoring audit takes place, the auditor of the marketing FTO will receive these reports in order to update the final Monitoring audit report, or the separate reports will be considered by the Guarantee System Manager.
13. As per membership contract, WFTO reserves the right to conduct unannounced Monitoring audits at any time. Where this is necessary due to suspected gross misconduct of the member, the member may be charged for this.

The Monitoring audit

14. The auditor shall respect the WFTO Guarantee System's Code of Conduct and confidentiality agreement.
15. The objective of the Monitoring audit is to assess the FTO's operation against the WFTO Standard based on documentary records and on site verification and interviews.
16. The Audit follows the WFTO Guarantee System Monitoring audit protocol (*Annex 11.1.5*) and includes the following activities:
 - Opening meeting to explain the scope and process and gain an overview of activities;
 - Interviews with management, including follow up on previous needs for improvement and recent changes in the organisation or trading activities;
 - Confidential interviews with the FTO's workers/employees, selected by auditor;
 - Visit to work places, facilities for workers or members and other production facilities;
 - In the case of producers or other FT suppliers that are not verified by a FT guarantee or certification scheme, visit a representative number of suppliers and hold discussions with producers (individual and group discussions).

The number of unverified suppliers to be visited, is as per the table below²:

Number of unverified suppliers (e.g. producer groups)	Number of suppliers visited
1	1
2-5	2
6-10	3
More than 10	Square root

When visiting producer groups (counting as 1 supplier) there is no set number of producer interviews or farm visits per group, but the auditor should get a representative overview of Fair Trade production realities and producer views.

In choosing which suppliers, the auditor should also consider factors such as volume of purchases, size of supplier, whether visited before, proximity etc. (*see Audit protocol 11.1.5*);

- Review of documentation relating to the FTO’s internal monitoring of suppliers (their IMS);
- Review of documentary records on payments/prices, employment conditions (wages, working hours, safety related documentation, etc.), project documentation, internal policies;
- Interviews with trading staff, field staff;
- Review of product labelling, sales documentation and communication with clients;
- Review / discussion of promotion materials;
- Exit meeting with WFTO responsible staff to summarise the key findings and assessment against the WFTO Standard. The auditor may recommend changes to the FTO’s Improvement plan. The FTO may update its Improvement plan as a result of the auditor’s findings and discussions.

Reporting and Follow up

17. Within 30 days of the visit the auditor sends the preliminary Monitoring audit report and recommendations for the FTO’s Improvement plan or corrective measures to the visited FTO. The FTO may request correction of incorrect data or information in the report, or may present additional evidence to reassess their performance.
18. The auditor updates the report accordingly. If no agreement can be found on certain assessments, the auditor should include the FTO’s comments on the report in a separate section. The FTO should sign off the report but if there have been no comments within 15 days, and the FTO fails to sign the report, it is considered to have been accepted by the FTO.

² If there are concerns with the suppliers visited, the auditor or GS manager may decide to include more supplier visits.

19. Where there are Supplier verification reports from local auditors which also need to be considered, the audit report will be finalised or considered once all reports are received. The final report is signed by the auditor and sent to WFTO and the FTO.
20. The submitted report shall follow the WFTO Guarantee System Audit report format (*Annex 11.1.6*). WFTO may seek more clarifications on the FTO's comments from the auditor but the FTO should not communicate with the auditor about the report after the final report is submitted.
21. The final report, after any agreed changes, should be finalised within 30 days of the preliminary report.
22. The WFTO Guarantee System Manager will make a preliminary review of the submitted report and get back to the auditor within 30 days to accept the report or request further elaborations. In the course of the WFTO evaluation of the audit report, additional questions on audit findings and evidence found may be needed from the auditor, and can be requested within 3 months of receiving the report. The FTO may only share the report after WFTO has finally accepted it.

7.2.4 Peer visit

The Peer visit is part of the WFTO Guarantee System. It is one of three monitoring and verification mechanisms along with Self Assessment and the Monitoring audit.

Peer visits normally take place once every cycle of the WFTO Guarantee System³. In the case of high risk or suspected serious non compliance, the WFTO Standard and Guarantee System committee may schedule additional monitoring of the FTO, including a Peer visit. Members are encouraged to look at the online training available for peers to get an idea of what is involved in case they are asked to be one.

Selection of peers

1. In the Self Assessment Report which precedes the Peer visit, the FTO proposes (*11.1.1 c Section 4*) the names of 2 - 4 persons from other FTOs in the same country/region, or from regional and country networks, trading partners (if the Peer visit is to be combined with a buyer visit) or NGOs working locally. The FTO will send the Guarantee System Manager the curriculum vitae of the nominated individuals and an endorsement letter from the organisation each nominee is working with. The letter shall also describe the relationship between the organisation and the FTO, stating what possible conflict of interest it (both the organisation and the nominated person) may have with the FTO.
2. The Guarantee System Manager shall approve the nominated peer(s) based on the following criteria:
 - the peer does not have undue commercial influence or strong conflicts of interest that could compromise his/her objectivity in carrying out the Peer visit;
 - the peer has relevant background and knowledge about Fair Trade and business practices.

³ Please note that although the FTO is assessed after Peer visits the Approval cycle happens once during the full Guarantee System cycle, with approval based on a Monitoring audit report. If a Peer visit report raises issues of concern, a Monitoring audit may be scheduled earlier.

3. The Guarantee System Manager shall communicate the decision to the FTO within 30 days of receiving the nomination. If one or more of the nominated peers is not approved, the FTO may ask the Guarantee System Manager to reconsider or should nominate a new candidate.
4. The Peer visit shall be carried out by at least one approved peer, but if feasible a group of two peers may be recommended. In the case of big and complex organisations, or for all high risk operations, WFTO may request that the visit is conducted by two peers.

Organisation of the Peer visit

5. WFTO reminds the member that the Peer visit is due at least 4 months in advance, including the proposed scope of the visit.
6. The FTO contacts the peers to agree the visit date and informs the Guarantee System Manager at least one month before the Peer visit is due to take place and confirms the name(s) of the peer(s) who will carry out the visit. The WFTO office sends the FTO's latest Self Assessment Report and Profile to the peer(s).
7. It is the FTO's responsibility to organise its Peer visit within the agreed time frame (before the due date). Failure to organise the visit without justified reasons will result in first a reminder and then the sanctions procedure will be initiated (*see Ch. 8.2.1 Approval and Sanctions procedure*).
8. The Guarantee System Manager will directly contact these peers and provide them with the Peer visit guidelines and forms (*11.1.3 and 11.1.4*), details of the online training available, and relevant information about the FTO to be reviewed, as well as additional instructions of what to pay special attention to in the Peer visit. Some of these additional instructions may be confidential and therefore the peer reviewers must agree and sign a confidentiality agreement with WFTO (*11.2.3*). The peers may communicate directly with WFTO if additional information is needed.
9. The peer reviewers then prepare among themselves the content, process and detail of the schedule. They should make direct communication with the FTO about the logistical support needed and, if they wish, change of visit sites but it must still follow the WFTO instructions e.g. which critical production sites to visit.
10. For FTOs whose suppliers are located in a different country, site visits of suppliers will not be possible. They will need to pay considerable attention to the FTO's Internal Monitoring System to check that the FTO's unverified FT suppliers are adequately monitored according to the WFTO supply chain management criteria (*Ch. 6.3*).
11. The FTO is expected to facilitate and accommodate the requests of the peer visitors as much as possible. Non collaboration with the peer(s) is considered major non-conformity and may lead to instigation of the sanctions procedure. However, the FTO may make a complaint about the misbehaviour of a peer visitor and this complaint should be communicated directly to the Guarantee System Manager.

The Peer visit

12. The peers shall observe the WFTO Monitoring Code of Conduct during the Peer visit.
13. The visit should include the following activities:

- Opening meeting where the FTO provides a brief background of its organisation and Fair Trade operations;
- Review of documentary records including reports from the FTO's internal system for monitoring suppliers, payments/prices, sales records, employment conditions (wages, working hours, safety related documentation, etc.), project documentation, internal policies;
- Confidential interviews of FTO employees and producers, selected by the peers;
- Site visit, where appropriate, to specified number of production sites (see table in point 16 in Audit procedure above) where important Fair Trade products are produced or sites where there have been no previous visits by either peers or auditor;
- Interviews with trading staff, field staff;
- Review of product labelling, sales documentation and communication with clients;
- Review/ discussion of promotion materials,
- Exit meeting with the FTO's responsible staff, to summarise the key points observed during the Peer visit and discuss whether their Self Assessment Report accurately reflects their compliance with the WFTO Standard. Recommend changes to the FTO's Improvement plan. The FTO may update its Improvement plan as a result of the Peer visit findings and discussions. Apart from this the FTO may not make changes to the SAR at this stage.

Reporting and follow up

14. The peers shall together compose one Peer visit report, using the report format provided by WFTO, together with supporting evidence, and submit it to WFTO and the visited FTO within 30 days of the Peer visit.
15. If the FTO disagrees with the report or wishes to comment on it, it can do so by writing directly to WFTO within 15 days of its receipt of the report. WFTO may seek more clarification of the FTO's comments from the peers.
16. The Guarantee System Manager will review and evaluate the submitted report and get back to the peers within 30 days to accept the report or request further elaborations or clarification. In the course of the WFTO evaluation of the Peer visit report, additional questions on the findings and evidence found may be needed from the peers.

7.2.5 WFTO Fair Trade Accountability Watch (FTAW)

1. WFTO operates an online watch system⁴ that allows all members as well as concerned stakeholders or the public to raise issues or concerns about a WFTO member's compliance with the WFTO Standard.
2. The platform allows WFTO members or other members of the public to raise comments or concerns about the Fair Trade practices and WFTO Standard compliance of WFTO members. The comments are stored in the online system and handled in a recorded way through the system.

⁴ On the Social Accountability Watch web based platform. The system is designed after the example social watch platforms which have been in use in social certification (SA8000) for many years and which have been recognised as best practice and work well as an additional compliance tool by international organisations like SAI.

3. Individuals or organisations wishing to raise a concern about a member, can submit their comment online on the WFTO FT Accountability Watch platform. They are advised to include their name but may request that it is not divulged to the organisation the complaint is about. WFTO reserves the right not to investigate anonymous complaints.
4. To leave a comment, the person raising the complaint shall indicate which WFTO Principle it relates to and shall describe the concern with as many facts and evidence as possible. WFTO reserves the right to not consider complaints which do not refer to WFTO Fair Trade Principles or procedures unless deemed relevant by WFTO. The complainant receives a response that the information will be addressed in due course.
5. Every complaint received is sent automatically to the WFTO Guarantee System Manager and the Guarantee System committee. The Guarantee System Manager will, as standard procedure, forward the complaint verbatim to the organisation concerned, to allow a response to the allegation. The Guarantee System Manager, together with the Guarantee System committee, may decide to not discuss the detail of the original complaint in critical cases which may jeopardise the complainant e.g. reporting workers' safety or wellbeing, and should agree a rewording of the complaint with the complainant to protect their identity. WFTO reserves the right not to pursue cases where it judges that the issues are not the concern of WFTO.
6. Any bona fide concerns and complaints received are dealt with according to the WFTO complaints procedure (8.2.2). In cases where the issues are not deemed as gross misconduct or serious non compliance, the information received is verified during the next assessment visit (Peer visit or Monitoring audit).
7. The complaint as well as any follow up is registered in the online system.