

Investigation of Complaints

NSF investigates complaints related to Certified products, misuse of a Mark by a Certified company, or use/misuse of a Mark by a Non-Certified company. Complaints are classified as “formal” or “informal.”

When filing a formal complaint, a “Request for Investigation” (RFI) provided by NSF must be completed and signed by the complainant (see reverse side.) NSF will acknowledge receipt of an RFI, promptly investigate the complaint and take appropriate action. NSF may advise the subject of the complaint of the allegation. NSF will confirm to the complainant that the complaint has, or has not, been verified as correct. For formal complaints from another Certified or Non-Certified company, signing of the RFI constitutes agreement by the complainant to bear the costs of the investigation if the complaint is not verified. If the complaint is verified, the subject of the complaint is responsible for all costs of the investigation. Regulatory authorities are exempt from bearing any costs relative to an investigation. NSF will not identify the complainant except as required by law.

If the complainant filing an RFI does not agree to bear the costs of the investigation, the complaint shall be considered “informal.” NSF will investigate “informal” complaints on or before the next regular plant audit, but has no obligation to acknowledge the complaint, identify the complaining party, or to notify the complainant of the results of any investigation that may be conducted. Any complaint received via e-mail or Internet will be classified as informal.

Sample Selection and Handling

NSF will not test for enforcement purposes, any samples submitted by a complainant, or select samples for testing that are under the control or influence of the complainant, or test samples, if NSF has reason to believe that the samples may have been altered in a way that could affect the outcome. Samples for testing for enforcement purposes shall be selected by NSF and handled in accordance with established procedures.

File Maintenance

Copies of all formal complaints will be kept in the Corporate file and also in the Field Services complaint file. Copies of all informal complaints will be kept in the Field Services complaint file.

