



**FLOCERT**  
assuring fairness

# Annual Complaints Statistics 2025

**February 2026**

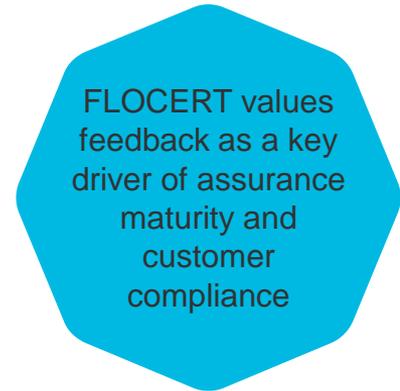
FLOCERT's Credibility Assurance Unit

# Introduction & summary

The Annual Complaints Statistics 2025 provides an overview of requests handled by FLOCERT's Credibility Assurance Unit, following the Standard Operating Procedures (SOPs) for Allegations, Appeals, Reviews, and Complaints. This report encompasses all cases submitted and resolved between January 1<sup>st</sup> and December 31<sup>st</sup>, 2025.

## 2025 figures in brief

- Allegations: From 2024 to 2025, the number of received allegations increased (8.5%). Almost half of the allegations came from the organisation's members or workers.
- Appeals & Reviews: The total of received appeals in 2025 decreased by 32%, and the reviews by 55% compared to 2024; however, the number of accepted cases decreased only by 1 in total.
- Complaints: The total number of received complaints remains similar (27 vs. 30), as well as the key focus on auditors' performance. But we've noticed a difference: this year, a considerable number of the cases received could not be investigated because they were out of scope, the information provided was insufficient, or the customers requested to withdraw the case.

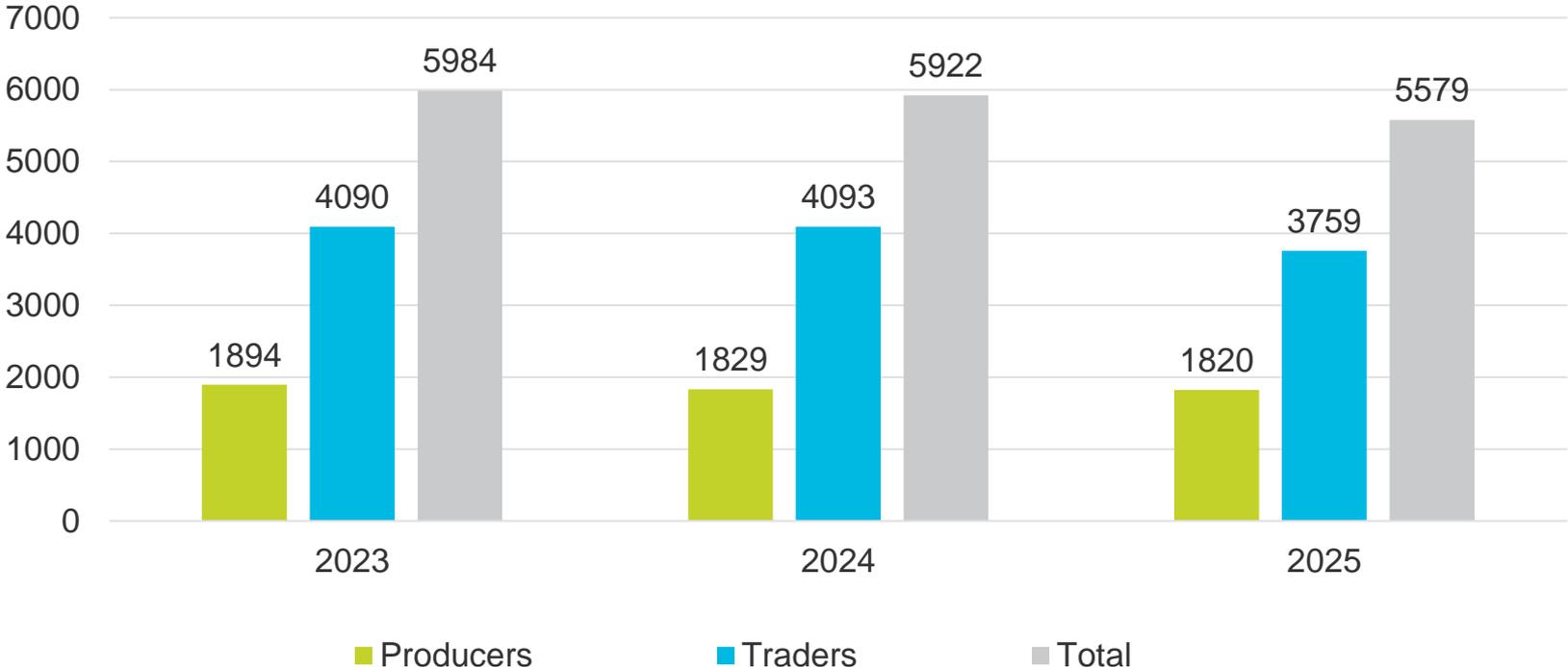


# Types of complaints managed

- **Allegation:** a statement of assertion or assertions by a third party against a customer holding a Fairtrade certificate or being in the process of applying for a certificate (applicant) claiming that this customer is non-compliant with applicable Fairtrade Standards or is in breach of policies or other contractual obligations with FLOCERT.
- **Appeal:** An official request by the customer to revoke or reverse a certification decision, such as decertification or suspension. The appeals procedure would also apply to EDGE customers wanting to challenge the audit findings.
- **Review:** An official request by the customer to review an evaluation decision, such as a review of non-conformities, corrective measures, or objective evidence.
- **Complaint:** related to the manner in which FLOCERT provides services, including but not limited to failure to respond to certification-relevant correspondence within a reasonable amount of time and unprofessional behaviour by a FLOCERT staff member or auditor.

For more details, please consult the [Standard Operating Procedures](#) on the FLOCERT website.

# Number of Fairtrade certified organisations



# Submitted complaints cases: 2021–2025

	2021	2022	2023	2024	2025
Allegations	113	115	132	176	191
Appeals	17	33	34	28	19
Reviews	15	15	20	20	9
Complaints	33	44	30	27	30
FLOCERT Customers	6,003	6,003	5,984	5,922	5,579

# Status overview 2025

	Total received	Accepted	Closed	Open	Rejected, stalled, withdrawn	Decision re-confirmed	Decision overturned	Decision partly confirmed
Allegations	191	126	88	38	65	N/A	N/A	N/A
Appeals	19	4	4	0	15	3	0	1
Reviews	9	5	5	0	4	1	1	3
Complaints	30	21	21	0	9	N/A	N/A	N/A

# Allegations 2025

The number of received allegations increased by 8% from 2024 to 2025.

Allegations affected 127 different customers. This represents 2.3% of customers certified in 2025.

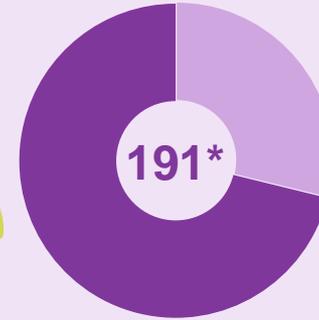
Producer

140



Trader

51



\*Total number of allegations by service



Americas

99



Africa

49



Asia

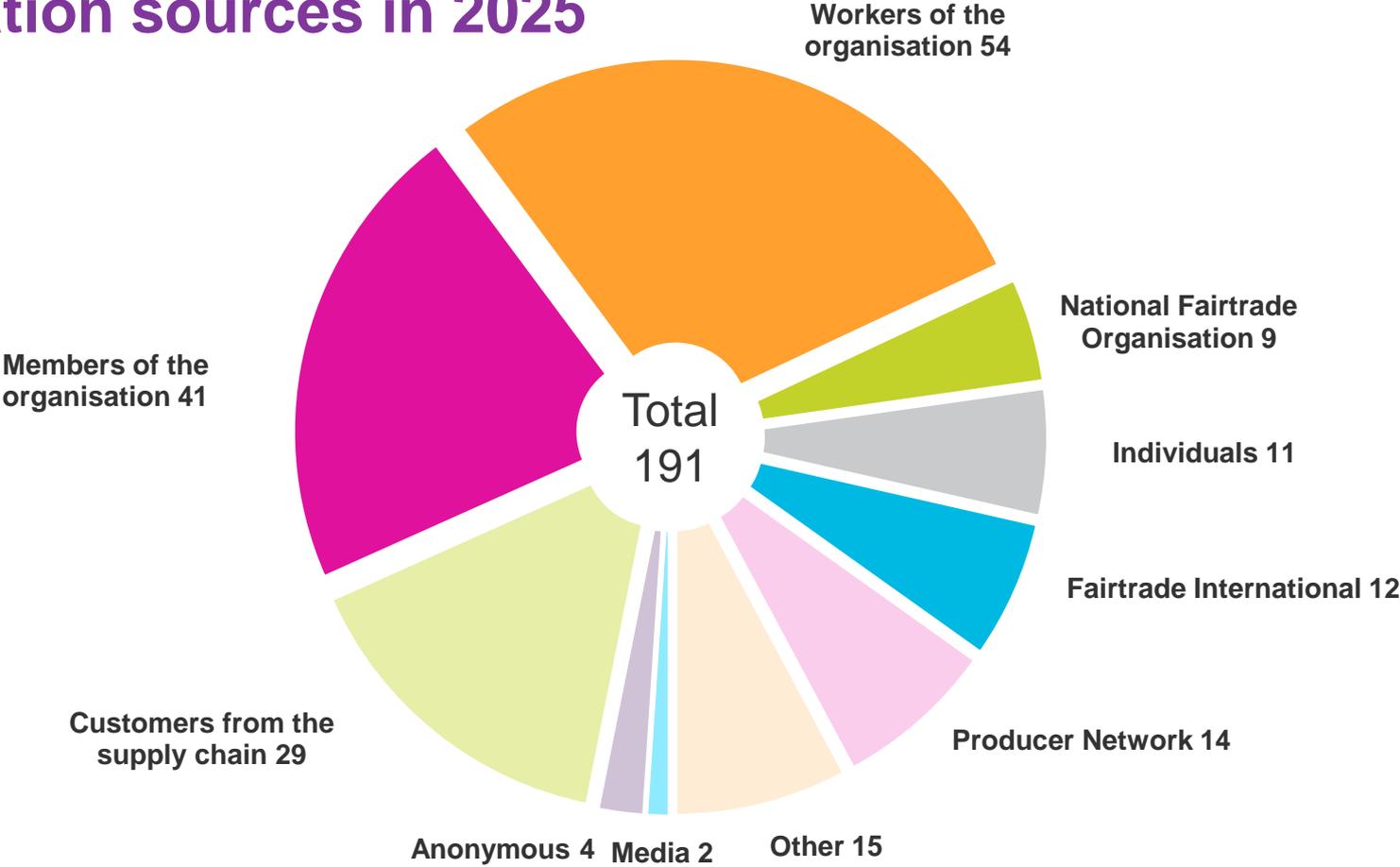
32



Europe

11

# Allegation sources in 2025



# Allegations: focus topics & products

## Top 4 topics

- Traceability
- Working conditions
- Fairtrade Premium use
- Democracy/Governance



57

Coffee



43

Banana



26

Flowers and plants



23

Cane Sugar



7

Wine grapes



7

Honey

# Investigated allegations

## Method of investigation

Unannounced + remote unannounced audit

29 + 2 = 35%

Focused audit

33 = 38%

Renewal audit + Initial audit

20 + 2 = 25%

Desktop review + previous audit results

1+1 = 2%

## Result of investigation

Not substantiated

46 = 52%

Substantiated

20 = 23%

Partly substantiated

22 = 25%

Average  
processing time

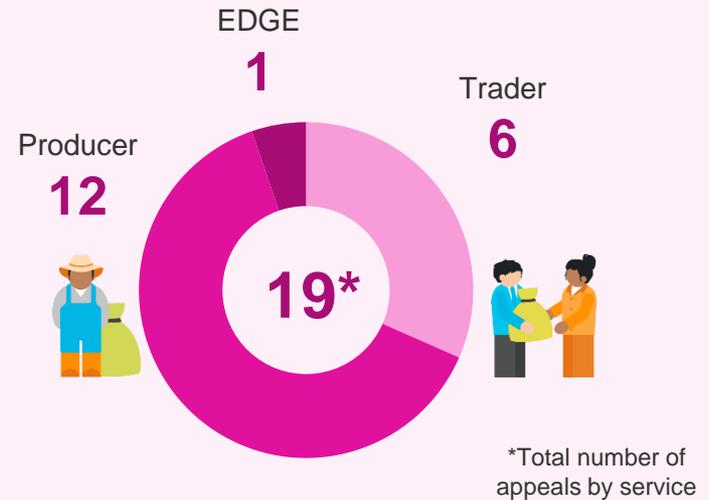
**4.9**  
months

to close an allegation  
(max. 6 months allowed)

# Appeals 2025

The number of Appeals received decreased from 28 in 2024 to 19 in 2025; only 4 of 19 were accepted, compared with 3 of 28 in 2024.

\*Appeals must be submitted within the timeline outlining fact-based reasons for disagreement. The Appeals Committee evaluates appeals against the Fairtrade Assurance Manual and does not grant exceptions.



Americas  
**8**



Africa  
**4**

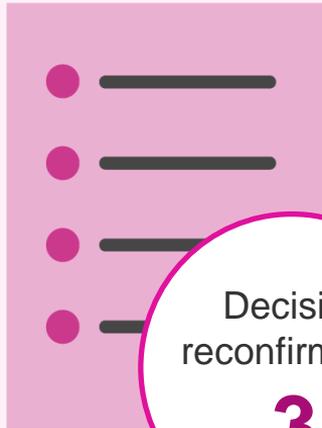


Asia  
**5**



Europe  
**2**

# Appeals decisions



Decision reconfirmed\*

**3**



Decision partly confirmed\*

**1**



to close an appeal  
(max. 35 days allowed)

\*Only considered the 4 accepted cases

# Reviews 2025

The number of received reviews decreased from 20 in 2024 to 9 in 2025. The number of accepted reviews decreased from 7 in 2024 to 5 in 2025.\*

\*Reviews must be submitted within the timeline outlining fact-based reasons for disagreement. The Appeals Committee evaluates appeals against the Fairtrade Assurance Manual and does not grant exceptions.



Americas  
**6**



Africa  
**2**

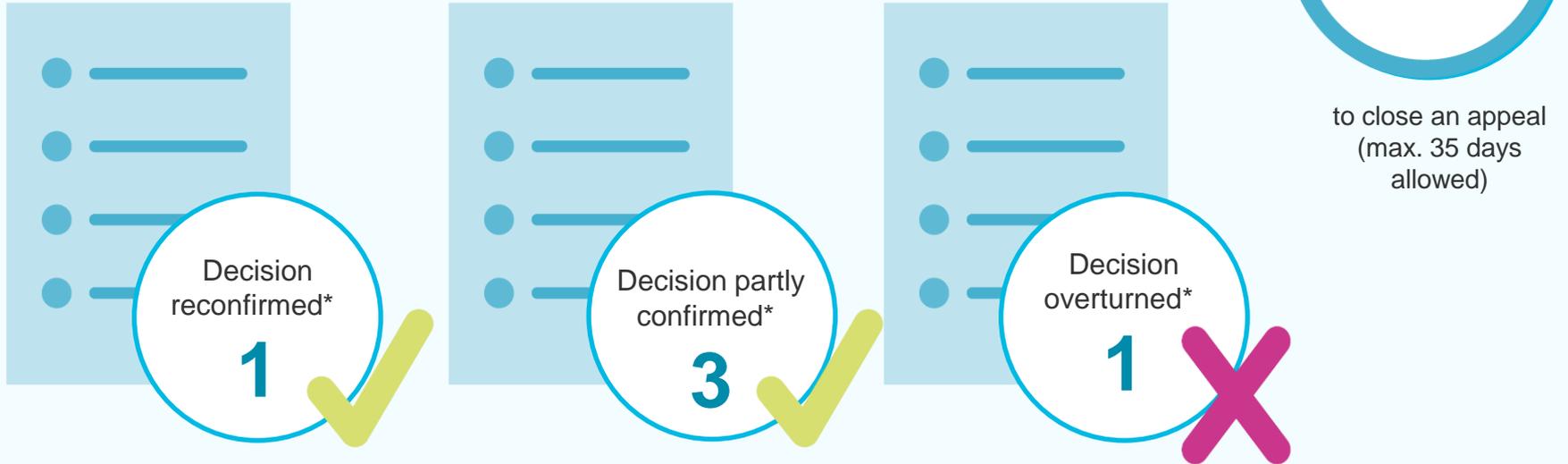


Asia  
**0**



Europe  
**1**

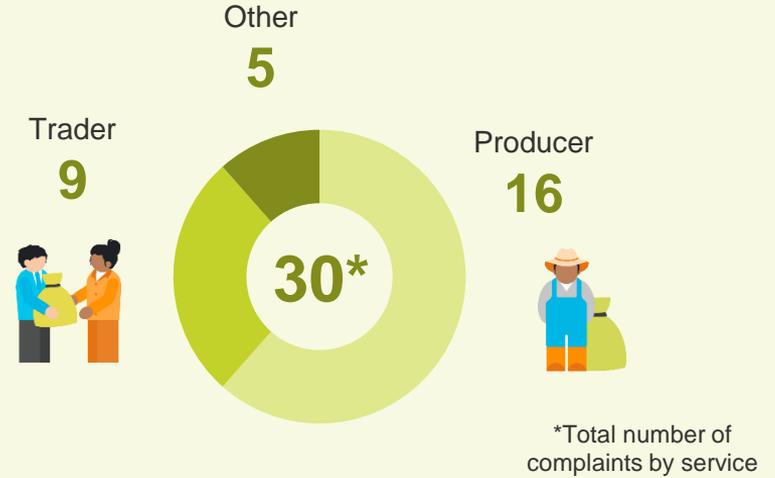
# Review decisions



\*Only considered the 5 accepted cases

# Complaints 2025

The number of complaints increased by 11%.



Americas  
**10**



Africa  
**8**



Asia  
**3**

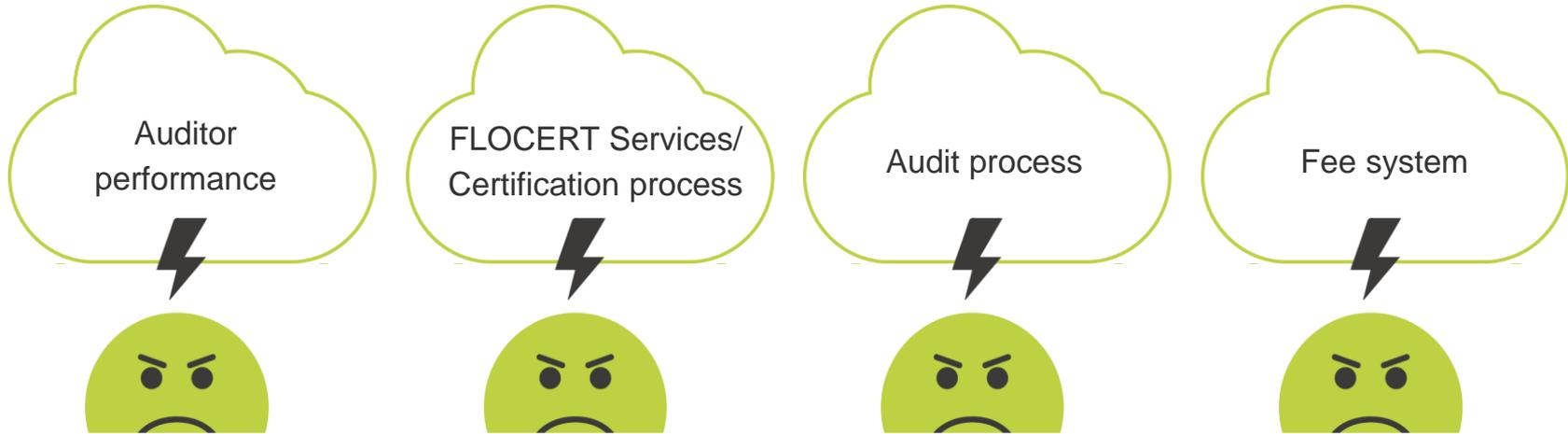


Europe  
**9**

# Complaints: focus topics



to close a complaint  
(max. 35 days allowed)



# Thank you

Questions? Contact our Credibility Assurance team  
at [credibility@flocert.net](mailto:credibility@flocert.net)

Do you want to submit an allegation, appeal, or complaint?  
[Fill out our form.](#)