

# **U.S. Farm-Raised Catfish Environmental Sustainability Certification Program**

## **Catfish Farmers of America Complaints and Appeal Processes**



<b>Document Title</b>	<b>Complaints Process</b>
<b>Revision Number</b>	<b>Version 1.0</b>
<b>CFA Technical Committee Approval Date</b>	<b>September 23, 2025</b>

## **1. Submission of Complaints and Appeals**

Complaints not related to the USDA-PVP audits should be submitted electronically to CFA at: [caroleengle2015@gmail.com](mailto:caroleengle2015@gmail.com). The complaint should include sufficient information to allow for its investigation, including date, time, location, or other detail along with evidence that will assist in the investigation. The Chair of the CFA Technical Committee will investigate the complaint, consult with the CFA Technical Committee, and seek resolution. As per the Quality Manual and Operating Procedures of the U.S. Farm-Raised Catfish Environmental Sustainability Certification Program (Pp. 10-11), each complaint filed is first reviewed by the Chair of the Standards Technical Committee for the U.S. Catfish Sustainability Program. If resolved by the Chair, the complainant and the Standards Technical Committee are notified of the action taken and the outcome. If the complaint is short term but requires attention of the Standards Technical Committee, then a meeting is convened by the Standards Committee to select the most appropriate plan of action. If a long-term issue, the complaint is added to the agenda of the next regularly scheduled meeting of the Standards Technical Committee.

Complaints and appeals related to USDA-PVP audits should be submitted either in writing to: USDA, AMS, LP, Quality Assessment Division, Audit Services Branch, 1400 Independence Ave. S.W. Stop 0258 – Rm3932S, Washington, DC 2025 or electronically to [QAD.AuditService@usda.gov](mailto:QAD.AuditService@usda.gov) with a copy to CFA at: [caroleengle2015@gmail.com](mailto:caroleengle2015@gmail.com). Details on USDA appeals and complaints processes are detailed in Pages 11 to 13, Section 25 (Appeals) and 26 (Complaints) of QAD 1000 Policies and Procedures. Any third party has the right to submit a complaint regarding activities of applicants with approved programs. Appeals are requests for reconsideration of adverse audit findings or decisions, and complaints are objections to policies and procedures. Appeals must be submitted within 30 days of the date of the official report or letter rendering the findings or decisions. Appeals must include the basis for the appeal and the requested alternative decision or action. Complaints should provide sufficient information to allow for its investigation.

## **2. Records of Complaints and Appeals**

All complaints, whether related to audits or the general program, will be recorded on the CFA Complaint Log and Response Form. The Standards Technical Committee will maintain a file of complaints or disputes in the CFA Home Office. Summaries of complaints and appeals are included in the Annual Report reviewed by the CFA Standards Technical Committee.