



Regenified™

# Public Disputes Policy

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[regenified.com](https://regenified.com)

## Introduction

At Regenified, we believe that maintaining the highest levels of integrity, fairness, and transparency is essential to the credibility of our certification and verification processes. We recognize that stakeholders—including farmers, verifiers, brand partners, certification bodies, and consumers—may occasionally have concerns about decisions, practices, or interpretations related to Regenified standards and activities.

This Dispute Policy establishes a structured pathway for addressing such concerns. It ensures that disputes are reviewed carefully, objectively, and consistently, with the goal of protecting both the integrity of the Regenified Certification Program and the trust of its participants.

We view disputes not as obstacles, but as opportunities to strengthen our systems, identify areas for improvement, and reinforce confidence in the regenerative agriculture movement. This policy explains who may submit a dispute, the types of disputes considered, the review and decision-making process, and the safeguards in place to ensure fairness and confidentiality.

An online version of this document is at: [www.regenified.com](http://www.regenified.com)

## Scope

The Regenified Dispute Policy is open to any interested party, regardless of whether they are directly participating in Regenified programs. Both directly affected parties and third parties acting on behalf of affected individuals may file disputes.

Disputes may be submitted on a range of issues, including but not limited to:

- **Violations or misuse of standards, claims, or logos:** Improper or misleading use of Regenified's intellectual property or misrepresentation of certification status.  
**Requests for reconsideration of a decision (appeals):** Stakeholders may formally request review of certification or verification outcomes they believe were made in error or without due consideration of relevant information.
- **Suggestions for changes to the Certification Framework:** Proposals for modification, clarification, or expansion of Regenified standards and requirements.
- **General complaints:** Feedback on verifier conduct, certification body performance, program administration, or other concerns not directly tied to certification decisions.

## Ineligible Disputes

Concerns that fall outside the scope of Regenified's standards and certification program may not be eligible for review. These include issues unrelated to Regenified's operations, matters of private business conflict between third parties, or disputes already resolved by an independent

authority. In such cases, Regenified will notify the complainant and, where appropriate, recommend alternate channels for resolution.

## **1.0 Regenified Dispute Process**

### **1.1. Submitting a Dispute**

Disputes may be submitted through the Regenified Dispute Form available at [regenified.com](https://regenified.com). If the accessing the website is unavailable, disputes may be submitted using [info@regenified.com](mailto:info@regenified.com). Submissions should contain the following:

- Name and contact information.
- Date of incident (if applicable).
- Type of complaint (appeal, complaint, logo misuse, general/other).
- Name of company involved.
- Clear description of the issue.
- Proposed resolution (non-binding).
- Supporting documents.

Incomplete submissions may delay the review process. Regenified encourages complainants to include as much relevant evidence as possible at the time of submission.

### **1.2. Initial Review**

Upon receiving a dispute, Regenified will acknowledge receipt within 10 business days. An independent member of Regenified's staff—who has no direct involvement in the matter under dispute—will conduct an initial review.

During this review, Regenified may request additional information or clarification from the complainant. Disputes determined to be outside the scope of Regenified's program will be dismissed, with reasons communicated in writing to the complainant.

Appeals of certification decisions will only be handled internally by independent personnel within the Certification Operations department, ensuring that reviewers are not influenced by the original decision-makers.

### **1.3. Issuance of Decision**

Regenified will make every effort to issue a written decision within 20 business days of the dispute submission. However, the actual timeline may vary depending on the complexity of

the case, the amount of supporting documentation required, and the need to interview or consult with additional stakeholders.

The written decision will include:

- A summary of the issue raised.
- A description of the evidence reviewed.
- The determination reached by Regenified.
- Any corrective actions or recommendations, if applicable.

#### **1.4. Committee Review**

If a complainant is not satisfied with the internal Regenified decision, the matter may be escalated to the Regenified Integrity Board (RIB). The RIB functions as an impartial review body, composed of members with no conflict of interest in the matter at hand.

The RIB may review all documentation, conduct additional inquiries, and request input from both the complainant and Regenified staff. Decisions by the RIB are considered final and binding within Regenified's process.

#### **1.5. Confidentiality**

Regenified respects the confidentiality of all dispute submissions. To conduct a fair and thorough review, it may sometimes be necessary to share limited information with involved parties. Complainants may indicate whether they consent to:

- Full disclosure to all relevant parties.
- Disclosure limited to the certification body.
- No disclosure (note: this may limit Regenified's ability to fully investigate).

Regenified will only share what is strictly necessary for the resolution of the dispute and will make every effort to protect complainant identities, especially in whistleblower situations.

#### **1.6. Commitment to Fairness and Transparency**

Regenified is dedicated to handling every dispute with integrity, impartiality, and respect for all parties involved. The process is designed to ensure that all stakeholders feel heard,

that complaints are evaluated on their merits, and that outcomes are communicated clearly and promptly.

Our commitment is not only to resolve disputes but also to use them as learning opportunities to strengthen program consistency, enhance stakeholder trust, and uphold the credibility of the Regenified Certification Program.