

RJC Complaints and Grievance Form

V1.0 September 2026

1. About this form

Use this form to submit a complaint or grievance (hereinafter called “complaint”) to the Responsible Jewellery Council (RJC).

Complaints may be submitted anonymously. You only need to provide information that you feel safe and able to share, and that will not pose a risk to yourself or to others. We encourage you to provide as much information as possible, noting that limited information may affect the ability of the RJC to assess, investigate or resolve the complaint.

Complaints and supporting evidence may be submitted in any language and will be machine translated to English upon receipt. The official language of the RJC is English.

The RJC will assess admissibility of submitted complaints and process complaints in accordance with the RJC Complaints and Grievance Mechanism, available at <https://www.responsiblejewellery.com/contact-rjc/#complaints>

2. How to submit your complaint

By email

Email your completed form and any supporting evidence to:

complaints@responsiblejewellery.com

OR

By post

Post a hard copy of your completed form and any supporting evidence to:

Compliance Assurance Department
Responsible Jewellery Council
3rd Floor, Hind House
2–3 Hind Court
London EC4A 3DL
United Kingdom

OR

By telephone

You may telephone the RJC to:

- ask for guidance about submitting a complaint;
- request a hard copy of this form via postal mail;
- submit a complaint orally, including anonymously.

Telephone: +44 (0)20 7321 0992.

Please do not send original documents via post (as the RJC cannot guarantee their return). Please submit only copies that are legible and verifiable (can be independently checked, authenticated, or corroborated by the RJC).



3. Complainant details

The Complainant is the individual or organisation filing a complaint.

Name (unless anonymous)

Job role, if relevant for the complaint

Complainant organisation:

(If you are submitting on behalf of an organisation)

Email address

Telephone number

(including country code)

Language of submission, if not English

Please state your interest in/connection to,
the Respondent and/or other subject matter
of the complaint

4. Respondent details

The Respondent is the individual or organisation the complaint is made against (the RJC, an RJC member, certification body (audit firm), auditor, or oversight body).

Who is the complaint made against?

Name and role of any individual concerned,
if known

Any local or national government officials
or security forces involved

Other actors involved in this situation
that you are aware of



5. What is your complaint about?

Is this an instance of Whistleblowing?

- ☐ Yes (e.g., you fear reprisal)
☐ No

Select all that apply.

You do not need to determine the precise category if you are unsure:

- ☐ The development and maintenance of RJC standards and assurance processes and/or decisions
- ☐ The conduct of the RJC with regard to its governance, policies and procedures
- ☐ The approval status of an individual auditor
- ☐ The RJC membership status of a member organisation
- ☐ Conduct of RJC members or entities under their control that brings the RJC into disrepute as per the RJC Articles of Association and the RJC membership agreement.
- ☐ Escalated complaints against RJC members or entities under their control that have NOT been satisfactorily resolved through **prior-participation** channels (see Section 1 in the RJC Complaints and Grievance Mechanism, available at <https://www.responsiblejewellery.com/contact-rjc/#complaints>) and relate to their compliance with the RJC standards (including claims) and certification requirements.
- ☐ I made all reasonable attempts to submit to and resolve my complaint with the:
- ☐ Member (certified, uncertified, association member), and
- ☐ Certification body (audit firm) responsible for the member's certification, if applicable, and
- ☐ Accreditation body/assurance provider (ASI - <https://www.asi-assurance.org/ASIDisputes>), if applicable (for certified members), and
- ☐ I can provide evidence of the same and associated outcome(s) upon escalating the complaint to the RJC.
- ☐ Conduct of RJC-approved certification bodies or individual auditors, or the RJC's accreditation body/assurance provider, related to or during evaluation/assessment activities, where the matter falls within the scope of the RJC Approval Criteria for Certification Bodies and Auditors (www.responsiblejewellery.com/auditors/become-an-rjc-auditor), or where the escalated complaint has NOT been satisfactorily resolved through **prior-participation** channels (see Section 1 in the RJC Complaints and Grievance Mechanism, available at <https://www.responsiblejewellery.com/contact-rjc/#complaints>).
- ☐ I made all reasonable attempts to submit to and resolve my complaint with the:
- ☐ Certification body (audit firm) and/or
- ☐ Accreditation body/assurance provider (ASI - <https://www.asi-assurance.org/ASIDisputes>), if applicable, and
- ☐ I can provide evidence of the same and associated outcome(s) upon escalating the complaint to the RJC.

Please note that the RJC cannot process the complaint where prior participation is applicable and has NOT been completed by you. In this case, you will need to complete all applicable prior participation steps and provide evidence of the same to the RJC.



6. Details of the complaint

Please summarise your complaint using the questions below, providing as much detail as possible:

- What, when and where it happened, or what is still happening? (if an ongoing situation)
- How many people are /could be affected?
- The specific RJC standard requirement concerned, if known
- Outcomes of prior participation/engagement (see Section 5 above)
- What outcome are you hoping to achieve through the submission of this complaint?
- What are the main obstacles or barriers to achieving this aim?
- Has any action (including legal) already been taken to address the situation, or is any action underway or planned, that you are aware of?

7. Supporting evidence

Please provide additional supporting documentation (copies only), such as:

- published reports, guidance documents, records, witness statements, photographs or other materials which can substantiate the complaint, wherever possible
- evidence of prior participation/engagement, where applicable (see Section 5 above).

8. Appendix

Background information

Complainants may wish to familiarise themselves with the requirements that RJC members are responsible for upholding. Further information can be found in the documents below:

Issue	See Document(s)	Website
Certification status of a member or entity under the control of a member	• Code of Practice (COP) and associated guidance • Laboratory Grown Material Standard (LGMS) and associated guidance • Chain of Custody Standard (COC) and associated guidance	https://www.responsiblejewellery.com/standards/code-of-practices/ https://www.responsiblejewellery.com/laboratory-grown-material/ https://www.responsiblejewellery.com/standards/chain-of-custody/
Membership obligations/responsibilities	• Articles of Association	https://www.responsiblejewellery.com/wp-content/uploads/RJC-Articles-of-Association-2.pdf
Approval status of a certification body and auditor	• RJC Approval Criteria for Certification Bodies and Auditors	https://www.responsiblejewellery.com/auditors/become-an-rjc-auditor/
Conduct of Audits	• RJC Certification Process Requirements • Member Certification Handbook	https://www.responsiblejewellery.com/standards/assurance/
RJC governance and policies	• Articles of Association • Policies	https://www.responsiblejewellery.com/wp-content/uploads/RJC-Articles-of-Association-2.pdf https://www.responsiblejewellery.com/about/policies/

9. Responsibilities of parties

Disclaimer

The RJC Complaints and Grievance Mechanism is a voluntary, non-judicial process. We do not warrant or guarantee any outcome. The complaints brought pursuant to this Mechanism are managed in good faith, and by submitting this form you agree that the RJC, its directors, officers, employees, workers, contractors, consultants and agents have no liability or responsibility for any losses, howsoever arising, from the outcome or resolution of a complaint or for any act or omission in the administration, assessment, investigation and resolution of a complaint.

The RJC does not seek to prevent access to the courts or other competent authorities. We do, however, reserve the right to seek recovery of our costs in the event that a claim is found by a court or tribunal to be frivolous, vexatious, abusive or in bad faith. Nothing in this statement shall exclude or limit liability for fraud, wilful misconduct, or death or personal injury caused by negligence.