

COMPLAINTS PROCEDURE

August Gerstner Ringfabrik GmbH & Co. KG has set up a complaints procedure for external stakeholders and employees to report concerns or grievances regarding compliance with the RJC COP standards in our supply chains. This concerns diamonds as well as gold and platinum group metals.

Ms. Ines Vuillermin, in her capacity as Managing Director, is responsible for the implementation and monitoring of this procedure.

Complaints can be sent at any time by email to the following address:

anregungen@gerstner-trauringe.de

On receiving a report or complaint, we will:

- Verify whether the complaint or report concerns RJC standards compliance, regulatory requirements or the supply chain of precious metals or diamonds.
- Write a report addressing the complaint and decide whether internal resolution is possible. If it is a complaint that falls outside of our jurisdiction, then it will be passed on to the appropriate organizations or companies it relates to, such as our suppliers.
- Consult the affected parties, find solutions and monitor their effectiveness.
- Inform the complainant of our decisions and subsequent investigations into the matter.
- Keep the received complaints and the resulting internal resolution process for at least 5 years.

April 2022


Ines Vuillermin