|  |  |
| --- | --- |
| GDT Rulings Panel Complaints Form |  |
| A GDT Events Participant who considers that another Participant or any of its Affiliates has committed a breach of the GDT Trading Event Rules may lodge a complaint. The complaint must be:   * made in writing and signed by the Participant's chief executive officer or general counsel (or a similar senior executive-level employee of the Participant); and * accompanied by the prescribed fee of US$1,000 (if the complaint is upheld by Rulings Panel the fee will be refunded in full).   Please note: this complaints process does not provide Participants with a forum through which to dispute any act or omission of GDT or any issues arising between Participants or any of their Affiliates under a Supply Agreement or otherwise at law.  For details on the Rulings Panel and complaints management, refer to the GDT Trading Event Rules (Part B, Section 3) and Charter for the GDT Events Oversight Board and Rulings Panel (section 11).  INSTRUCTIONS FOR RAISING A COMPLAINT   1. Complete the Complaints Form (see below) 2. Obtain the signature of the Chief Executive, legal counsel (or similar senior executive) 3. Email the complete form to [help@globaldairytrade.com](mailto:help@globaldairytrade.com), with the subject line “Formal complaint to GDT Events” 4. GDT will check the completeness of information provided and confirm receipt of the complete form, seeking additional information if necessary 5. GDT will provide bank account details to enable payment of the US$1,000 administrative charge 6. Complete payment of the administrative charge via electronic transfer 7. On receipt of the administrative fee, GDT will forward your complaint to the Oversight Board Chairperson 8. From this point, the Rulings Panel process will be enacted and you will be kept informed of progress and all decisions reached. | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| GDT Complaints Form | | | |  | |
| **Company name:** |  | **Complainant name:** | | |  |
| **Bidder (or affiliated bidder) number:** |  | **Complainant position:** | | |  |
| **Date complaint raised:** |  | **Complainant email address:** | | |  |
| **Complaint subject:** |  | | | | |
| **Trading Event Rules allegedly breached:** | *Specify which GDT Trading Event Rule has allegedly been breached.* | | | | |
|  | | | | |
| **Complaint details:**  *Specify when and why you believe the GDT Trading Rule has been breached, and provide evidence of the alleged breach.* | | | | | |
|  | | | | | |
| Signature of CEO, legal counsel or other executive: | | |  | | |
| Name of CEO, legal counsel or other executive: | | |  | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **THIS SECTION FOR GDT USE ONLY** | | | |
| *Complaint received* |  | *Receipt confirmed* |  |
| *Account no’s provided* |  | *Payment received* |  |
| *Chairperson informed* |  | *Rulings Panel informed* |  |

Once completed, please email this complete form to [help@globaldairytrade.com](mailto:help@globaldairytrade.com),   
with the subject line “Formal complaint to GDT Events”