	INDIAN COUNCIL OF FOOD AND AGRICULTURE (ICFA) - AGROCERT		PROCEDURE
DOC. ICFA-AC-PR-7.13.01	ISSUE 01	REVISION 00	01 SEPTEMBER 2016

PROCEDURE FOR COMPLAINT HANDLING

1. PURPOSE

To establish procedure for complaint handling. To ensure that all complaints and appeals received on the services and decisions of ICFA - AC are redressed in timely manner.

2. SCOPE

This covers all complaints related to functions of ICFA-AC. Upon receipt of a complaint, ICFA - AC shall confirm whether the complaint relates to certification activities that it is responsible for and, if so, shall deal with it. If the complaint relates to a certified client, then examination of the complaint shall consider the effectiveness of the certified management system.

3. RESPONSIBILITY

3.1 Director Certification is responsible for implementation of complaint handling procedure.

3.2 Appeals Committee is responsible for handling appeals and satisfactorily resolving them.

3.3 Director Certification is responsible for providing secretariat for the appeals committee and is a member secretary to complaints committee

4. PROCEDURE

4.1 ICFA-AC has a documented process to receive, evaluate and make decisions on complaints and appeals. ICFA-AC shall record and track complaints and appeals and actions undertaken to resolve them.

4.2 Upon receipt of a complaint or appeal, ICFA-AC shall confirm whether the complaint or appeal relates to certification activities for which it is responsible, and if so, shall deal with it.


4.3 ICFA-AC shall acknowledge receipt of a formal complaint or appeal.

4.4 ICFA-AC is responsible for gathering and verifying all necessary information (to the extent possible) to progress the complaint or appeal to a decision.

4.5 The decision resolving the complaint or appeal shall be made by, or reviewed and approved by, person(s) not involved in the certification activities related to the complaint or appeal.

4.6 To ensure that there is no conflict of interest, personnel who have provided consultancy (3.2) for, or been employed by a client, including those acting in a managerial capacity, shall not be used by ICFA-AC to review or approve the resolution of a complaint or appeal for that client within two years following the end of the consultancy or employment.

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4.7 Whenever possible, ICFA-AC gives formal notice of the outcome and end of the complaint process to the complainant.

4.8 ICFA-AC gives formal notice of the outcome and end of the appeal process to the appellant.

4.9 ICFA-AC takes any needed subsequent action to resolve the complaint or appeal.

REFERENCES

ICFA-AC-PR7.13-01 Procedure for complaint handling

ICFA-AC-PR7.13-02 Procedure for appeals handling

ISO 10002:2004 Quality management-Customer satisfaction - Guidelines for complaints handling in organizations