	<p style="text-align: center;">AGROCERT is an inspection and certification unit of Rural Outreach Pvt Ltd (ROPL)</p>		<p style="text-align: center;">PROCEDURE</p>
<p>DOC. AC-PR-7.13.01</p>	<p>ISSUE 01</p>	<p>REVISION 01</p>	<p>27 SEPTEMBER 2022</p>

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 AGROCERT are redressed in timely manner.

2. SCOPE

This covers all complaints related to functions of AGROCERT. Upon receipt of a complaint, AGROCERT 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 Management Representative (MR) is responsible for implementation of complaint handling procedure.

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

3.3 Management Representative (MR) is responsible for providing secretariat for the appeals committee and is a member secretary to complaints committee

4. PROCEDURE

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


4.2 Upon receipt of a complaint or appeal, AGROCERT 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 AGROCERT shall acknowledge receipt of a formal complaint or appeal.

4.4 AGROCERT 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.

<p>Approve by MR</p>	<p>Issued by CO</p>	<p>Page 1 of 2</p>
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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 AGROCERT 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.

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

4.8 AGROCERT gives formal notice of the outcome and end of the appeal process to the appellant.

4.9 AGROCERT takes any needed subsequent action to resolve the complaint or appeal.

REFERENCES

AC-PR7.13-01 Procedure for complaint handling

AC-PR7.13-02 Procedure for appeals handling

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