



SOP for Handling Appeal & Complaints –HR-SOP-05

1. PURPOSE

- 2.1 The document describes the procedure for dealing with complaint and/or appeals received from various sources.
- 2.2 This procedure (SOP for Complaint and Appeals) is available to any interested party upon request.

2. SCOPE

- 3.1 Any applicant and /or audited HRAA client of QACS can make Complaint against any/all decision of QACS including decision of HRAA auditors regarding ranking or non conformities.

3. RESPONSIBILITY

- 4.1 Technical manager is responsible to receive the complaint and responsible for monitoring of complaints and CMD is responsible for final decision on closure of complaint.

4. PROCEDURE

4.1 Complaint

4.1.1 Complaint against Auditors/QACS

- 4.1.1.1 All complaint received is recorded, and checked to confirm that complaint related to audit activities conducted by QACS or its personnel.
- 4.1.1.2 The Audit reports are re-verified and if required explanation is called from auditor.
- 4.1.1.3 If it is found that the complaint of FSE is ok and FSE can be upgraded in rating, then QACS will write to FSSAI to permission to conduct re-audit of FSE.
- 4.1.1.4 The charges for Re-audit will be born by QACS.
- 4.1.1.5 Due to faulty judgement of Auditor it is noted in performance appraisal.
- 4.1.1.6 If it is found that the complaint of FSE is not ok and FSE cannot be upgraded in rating, then QACS will send complaint closer notice to the client explaining the reason.

4.1.2 Complaint against HRAA Client

- 4.1.2.1 In case of any complaint information received regarding bad hygiene practice of any HRAA client. The complaint is recorded and checked to confirm that complaint is related to QACS.
- 4.1.2.2 The Audit reports are re-verified and if required explanation is called from auditor
- 4.1.2.3 The more information is called if required.
- 4.1.2.4 The reaudit is planned/ or unannounced visit is planned by any other auditor and all expenses are born by QACS.
- 4.1.2.5 If there is change in rating more than 1 star then FSSAI is informed.

4.2 :- Appeals:-

Appeal against the decision of QACS can be made only to FSSAI, and final decision on appeals will be made by FSSAI.

Any appeals against QACS to FSSAI will not result in discriminatory action against FSE.

5. RECORDS

Customer complaint record: **QACS-R-29**

Verified By Technical Manager	Approved by Director
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