

<b>Kiwa Agri Food</b>	<b>Procedure for Complaints and Appeals<sup>©</sup></b>	<b>OP.09</b>  <b>Page 1 of 4</b>  <b>Rev: 14</b>
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Rev	Date	Prepared by	Approved by
14	01/08/2017	A Spencer	John Clague

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## **1.0 OBJECTIVE**

This procedure describes the process for the handling and resolution of all complaints and appeals received by Kiwa Agri Food.

## **2.0 SCOPE**

This procedure applies to all complaints and appeals received by Kiwa Agri Food.

Complaints may fall into two categories.

- Complaints against Kiwa Agri Food.
- Complaints against a Kiwa Agri Food.

Appeals are generally appeals regarding a Certification Decision.

## **3.0 REFERENCED DOCUMENTS**

### **Forms**

- SF.020 Scheme Regulations  
GF.002 Complaint and Appeal Form  
SF.009 Complaint and Appeal Record Register

## **4.0 DEFINITION OF A COMPLAINT/APEAL**

A complaint or appeal is defined as a recorded observation made to Kiwa Agri Food that impinges on the integrity of the certification process, or the integrity, competence or behaviour of Kiwa Agri Food staff or assessors. It may also be a recorded observation that questions the competence or integrity of a Certificated Supplier.

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## 5.0 RESPONSIBILITIES

### Quality Manager

Manages the whole process as detailed below.

## 6.0 Complaint/Appeal Process

When complaints/appeals are received, the Quality Manager confirms that they relate to Certification activities for which Kiwa Agri Food is responsible. They are then recorded both in the Record Register and on the Kiwa Agri Food database. A brief summary is prepared on the Complaint/Appeal Form.

The Quality Manager ensures that the complaint/appeal has been recorded on the Record Register with the following information available:-

- Complaint/Appeal reference
- Complainant's details
- Date received
- Nature of the Complaint/Appeal

The Quality Manager acknowledges receipt promptly and requests further information and details if necessary.

Complaints/appeals will be allocated to a nominated person by the Quality Manager (e.g. Sector Manager, Operations Manager, Senior Administrator) to investigate and decide on the course of action to be taken. The General Manager is also advised of details.

The nominated person is responsible for gathering and verifying all necessary information to progress the complaint/appeal to a decision. The nominated person keeps the complainant/appellant and Quality Manager informed of progress and the matter is resolved as quickly as possible.

The Quality Manager ensures that the matter is handled promptly and fairly and monitors and analyses through to their conclusion.

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

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To ensure that there is no conflict of interest, personnel shall not be involved in any part of the complaints or resolution process if they have had any connection with the client, in any capacity, for a minimum of 2 years before the registration of the complaint/appeal.

The nominated person responds to the complainant/appellant, normally within 14 days, with a balanced and fair response.

Complaints/appeals are left open for a minimum of 28 days post completion to ensure the complainant/appellant is satisfied with the final response.

Any complaints or appeals that cannot be resolved are referred to the Certification Board. Additionally, the Board review all details at each Certification Board Meeting.

Whilst action is taken to resolve the immediate complaint/appeal, root cause analysis is also taken. Any finding from the root cause analysis is taken as quickly as possible to avoid any re-occurrence. Remedial action can include but is not restricted to; changes in procedure, further training and disciplinary activity.

If there is no further response, following the 28 days stand still period, the Quality Manager completes and signs off the complaint/appeal form. The closed complaint/appeal is filed in number order in the file and the database updated.

The Quality Manager regularly reviews the current file to check progress and follow up with a view to their timely completion.

The Company will determine, together with the client and the complainant/appellant, whether and, if so to what extent, the subject of the complaint/appeal and its resolution be made public.

## **.0 Records**

Complaint and Appeal Form  
Complaint and Appeal Register  
Complaint/Appeal correspondence  
Kiwa Agri Food Database