



Procedure Manual – PQLG1005_rev1 EN Complaints

DESIGNATION

Complaints procedure

AIM

Establish rules for handling complaints about certified products and other complaints.

SCOPE

Handling complaints sent to Kiwa Sativa (not covered by the appeal process).

REFERENCES

ISO/IEC 17065, NP EN ISO/IEC 17021, QSTG02, PCFG07.

DEFINITIONS

Complaint - Dispute by an operator about a procedure or action by Kiwa Sativa or a third party about an operator's product or system.

RESPONSABILITY

Function

Prepared by	Quality Manager
Revised by	Management
Approved by	Management
Implementation	Management, Quality Manager

DESCRIPTION

Presentation of complaints by operators

If an operator wishes to make a complaint (not covered by the appeals procedure) it must be done in writing and sent to the Management of Kiwa Sativa, who forwards it to the respective department.

Any entity that does not agree with the performance of Kiwa Sativa, its employee or an operator or customer, may submit a written complaint.



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Kiwa Sativa maintains and makes public, through the website, throughout the geographic area where it operates, information about the complaint process.

Modifications

Document	Replaces	Comes into force	Description of modification
PQLG1005_rev1	PQLG1005	04/06/2020	Clarification that the procedure applies to all complaints, including complaints from third parties.
PQLG1005	PQLG1004	02/01/2020	Change of company name and logo. Introduction of the ISO 17021 requirement, make public complaints procedure.
PQLG1004	PQLG1003	16/11/2015	Included the BRC requirement to define 30 calendar days for responding to complaints.