



## Procedure Manual - PQLG1005\_rev1 EN Complaints

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## **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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Complaints may relate to certified systems or products, or could be other kind of complaints.

Only complaints made by someone perfectly identified will be accepted and dealt with.

The complaint must be sent in writing in order to be able to be assessed so that the actions of the company, the employee or the operator could be corrected or clarified.

When a complaint is received the Management determines the starting of an investigation in which the reasons for the complaint are evaluated, the necessary records are consulted and, if necessary, the person(s) involved are heard, after which an answer is prepared.

Kiwa Sativa ensures that the complaint is handled by people who were not involved in its subject.

An initial answer must be made within **15 calendar** days after receiving the complaint. The complete complaint process must be finished within **30 calendar** days of receiving the complaint.

If an operator does not agree with the decision an appeal could be done.

For the certification of Management Systems, Kiwa Sativa determines, together with the operator and the complainer, whether the object of the complaint and its resolution must be public and to what extent.

#### **Final Note**

The Certification Council is informed of all complaints and the respective answers, and the complainer is informed about this procedure.

Only complaints submitted by duly identified individuals or entities are accepted.





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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.

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