	Hygienia Business Assurance LLP (HBAL)		PROCEDURE MANUAL
DOC.NO. HBAL-IS-P8.1-01	ISSUE 01	REVISION 00	12 APR 2024

PROCEDURE FOR RECEIVING, AUTHENTICATING, EVALUATING AND TAKING DECISIONS ON COMPLAINTS AND APPEALS.

1. PURPOSE

To ensure that all complaints received relating to the Hygiene Rating Auditing activities are addressed in a timely manner.

2. SCOPE

This covers all complaints received on Hygiene Rating Auditing activities.

3. RESPONSIBILITIES

3.1 The Technical Manager is responsible for defining criteria for effectively handling the complaints. Technical Manager shall be responsible for implementation of the procedure in handling all complaints.

3.3 In the event of a complaint against the Technical Manager/ Chief Executive / Head will take over and conduct duties of a Technical Manager to conduct investigation and reply to the complainant. The Chairman & Managing Director can appoint any staff from HBAL-IS to conduct an impartial investigation.

4. PROCEDURE


4.1 Process of complaints handling

4.1.1 The handling process for complaints includes the following aspects and methods:

- a) Description of the process for receiving, validating, investigating the complaint and deciding what actions are to be taken in response to it;
- b) Tracking and recording complaints including actions undertaken to resolve them;
- c) Ensuring that appropriate action is taken.

4.1.2 Upon receipt of a complaint, it is referred to the Chief Executive / Head who will assign to HBAL-IS Technical Manager to investigate and report.

4.1.3 HBAL-IS Technical Manager validates the complaint whether the complaint relates to Hygiene Rating Auditing activities for which it is responsible and registers the complaints.

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4.1.4 HBAL-IS Technical Manager acknowledges receipt of the complaint after authentication and provides the complaint with progress reports and the outcome.

4.1.5 The complaint is registered in the Complaints Register.

4.2 Assessment and Investigation of complaints

4.2.1 HBAL-IS Technical Manager Studies the complaint, identifies remedy sought by the complainant and gathers necessary information for the effective handling of the complaint.

4.2.2 HBAL-IS Technical Manager is responsible for all decisions at all levels of the handling process for complaints. It shall gather and verify all necessary information (to the extent possible) to progress the complaint to a decision.

4.2.3 The decision on the complaint is made by the Complaint Committee constituted for the purpose.

4.2.4 To ensure that there is no conflict of interest, personnel who have provided consultancy for, or been employed by a client, including those acting in a managerial capacity, shall not be used by the HBAL-IS Technical Manager to review the resolution of a complaint for that client within two years following the end of the consultancy or employment.

4.3 Follow up action

4.3.1 HBAL-IS Technical Manager incorporates findings and update the Managing Director.

4.3.2 HBAL-IS Senior Administrative officer shall maintains records on complaints.

4.4 Communication the decision and closure

4.4.1 HBAL-IS Technical Manager communicates the decision or action taken regarding the complaint, to the complainant.


4.4.2 Closing the complaint by keeping records and updating the register.

4.5 Appeals

4.5.1 HBAL-IS shall inform the client/complaint that all appeals against the decision of HBAL-IS can be made to HBAL-IS.

4.5.2 In case HBAL-IS has not responded to the appeal within 15 days then they can raise an appeal to QCI.

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4.5.3 In case the complaint has not received any communication from QCI within 15 days then they can write to FSSAI.

4.5.4 FSSAI has to revert to the appeal made within 15 days.

5. REFERENCES

Reference	Document Name
HBAL-IS-FM8.1-01	Form For Making Complaint
HBAL-IS -FM8.1-02	Format of letter of acknowledging complaint
HBAL-IS -FM8.1-03	Complaints register
HBAL-IS-FM8.1-04	Processing of Complaints
HBAL-IS -FM8.1-05	Format of letter informing the decision on complaint
HBAL-IS -FM8.1-06	Form for closure of complaint
HBAL-IS -FM8.1-07	Form for closure of complaint