



**1 PURPOSE**

1.1 To put in place a system for handling of complaints.

**2 SCOPE**

2.1 Covers all complaints related to services provided by TQ Cert.

**3 RESPONSIBILITY**

3.1 Director, TQ Cert is responsible for the implementation of the procedure.

**4 PROCEDURE**

4.1 The decision resolving the complaints shall be made by or reviewed and approved by persons not involved in the certification activities related to the Complaints.

4.2 To avoid conflict of interest personal including in the administration who has provided consultancy further the client or been employed by the client shall not be used by TQ Cert to review or approve the resolution of the complaint for that client within two years following the end of the consultancy or employment.

4.3 Upon receipt of the complaints, TQ Cert shall confirm whether the complaint relates to certification activities for which it is responsible and if so shall address it as per the process documented below. In case the complaint is not related to the TQ Cert certification activities, the same will be informed to the complainant.

4.4 The complaint is acknowledged to the complainant and in case if complaint is related to the TQ Cert activities, the progress reports shall be provided from time to time as per the process documented below.

4.5 TQ Cert is responsible for gathering and verifying all necessary information related to the complaint and the progress of the complaint upto the decision

4.6 All complaint to be resolved within '6' months from the date preferred by the interested party.

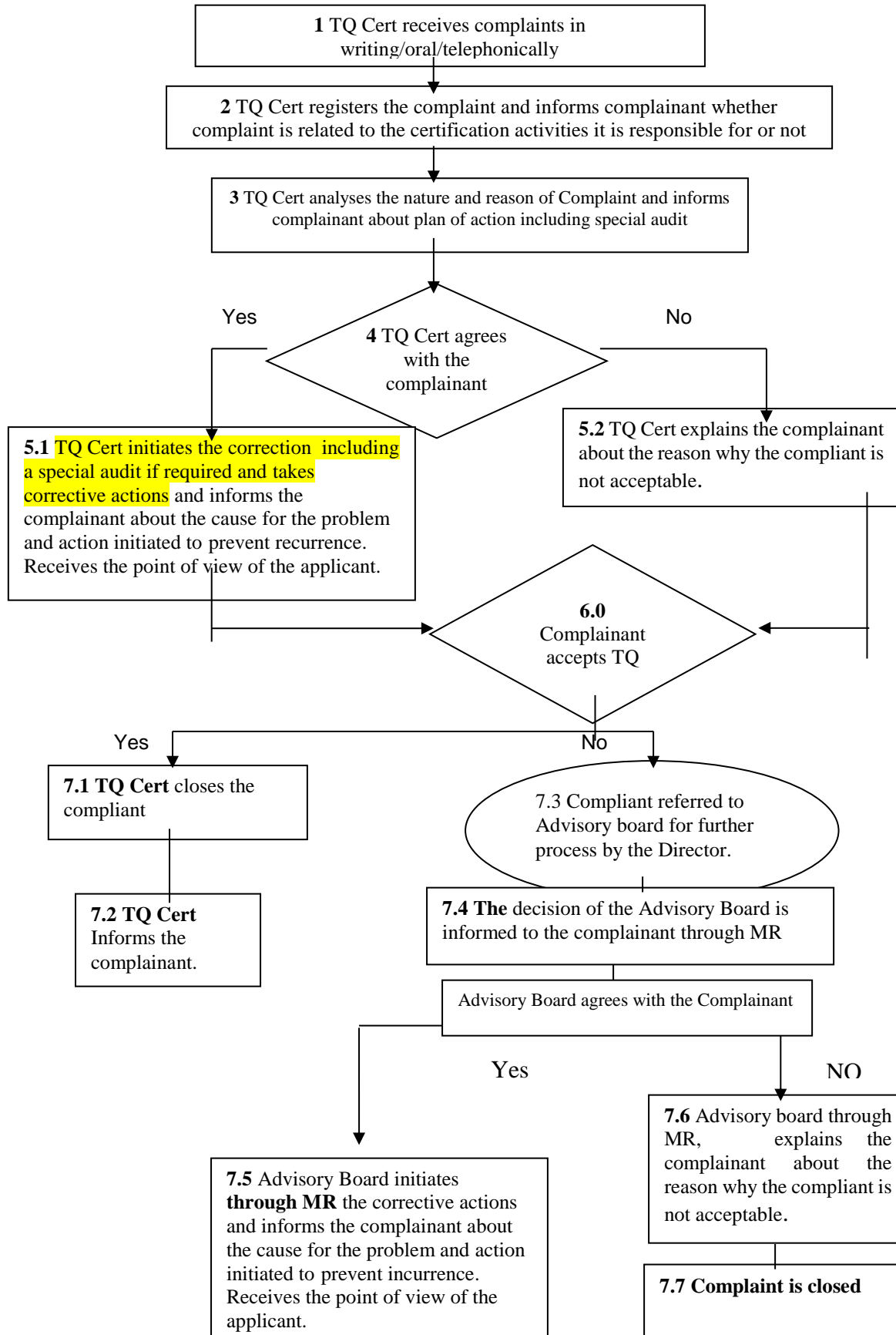
4.7 TQ Cert shall give formal notice of the outcome and end of the complaint process to the complainant and shall take subsequent action as may be needed to resolve the complaint.

4.8 All complaints to be resolved within '6' months from the date of initiation.

4.9 For Global GAP-In case the TQ Cert does not respond adequately the complaint can be addressed to the Global GAP Secretariat using the Global GAP. Complaints Extranet, available on the Global GAP website ([www.globalgap.org](http://www.globalgap.org)).



**5 COMPLAINTS RELATED TO TQ Cert ACTIVITIES**

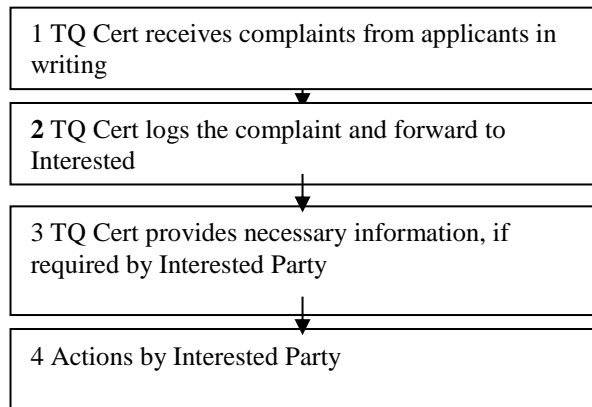




5.1 TQ Cert shall use investigation inputs to develop corrective action which include measures for

- Restoring conformity to TQ Cert working methods manual, procedure etc.
- Preventing recurrence
- Assuring the effectiveness of the corrective measures adopted.

5.2 Complaints related to Interested Party's activities (TQ Cert as sub-contractor):



**6 Records**

6.1 Correspondence with the customers and other interested parties.

6.2 Corrective and preventive actions.