1. The management of **[Company Name]** is committed to the implementation and maintenance of an effective complaint and corrective action programme.
2. This will include all corrective actions performed on non-conformances, customer complaints and non-conforming products.
3. When a complaint is brought to our attention, the complaint procedure will be followed.
4. If the problem lies with **[Company Name]** the product will be replaced at no charge.
5. Corrective action will be taken by management to prevent the re-occurrence of incidents that may lead to food safety and quality hazards.
6. All complaints will be recorded.

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| --- | --- | --- |
| **Executive Manager: [Name]** | **Date** | **Signature** |
|  | DD-MM-YYYY |  |