# Purpose

1.1 This procedure outlines the method of handling complaints and the corrective actions taken to prevent the reoccurrence of the complaint.

# Scope

2.1 The procedure applies to all complaints (customer and on-site) received by **[Company Name]** as well as non-conformances recorded.

# Responsibility

3.1 [Name of Personal Responsible]

# Definitions

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| **Corrective Action** | Action to eliminate the cause of a detected non-conformity or other undesirable potential situation, including any action to be taken when the results of monitoring at any control point indicates a loss of control. |
| **Form** | Document used to record data required by the quality management system. |

# Instructions and Guidelines

## 5.1 Person Receiving Complaint

5.1.1 Immediately generate a complaint by taking down all information as stated in the complaint form.

5.1.2 Immediately hand the complaint form to the person responsible for handling complaints.

## 5.2 Person Responsible for Handling Complaints

5.2.1 The responsible person shall categorize the complaint.

5.2.1.1 **Red Alerts** in the case of food safety issues where harm or injury could occur to the consumer (e.g. glass, food poisoning, chemical contamination) or in case of proposed legal action or contacting the press.

5.2.1.2 **Foreign Objects** (e.g. insects, plastic).

5.2.1.3 **All Other Non-Conformances**

5.2.2 In case of Red Alert Management shall be informed and the investigation shall start immediately. In case of foreign objects and all other non-conformances the investigation shall start within 24 hours.

5.2.3 All areas concerning the complaint shall be dealt with and all relevant information shall be obtained from the personnel.

5.2.4 Shall identify non-conformances and the personnel responsible shall be informed and shall be asked to assist with the corrective action.

5.2.5 Shall in case of a customer complaint contact the customer or inform the sales representative as soon as the investigation has been finished and non-conformances have been identified but not longer than 72 hours.

5.2.6 Shall write a detailed report concerning each non-conformance and corrective actions taken and this shall be signed by management.

5.2.7 Shall summarize all complaints generate during the month as per the following: category, and total number.

## 5.3 Corrective Actions

5.3.1 The Corrective action form shall be handed to all areas/personnel concerned in the investigation. The names of personnel responsible for handling/completing the form shall be indicated as well as the date/time received and finished and the name of the department/person the form is handed to.

5.3.2 All personnel concerned shall complete the form in detail mentioning any procedure/action/ ingredient/personnel that could possibly be responsible for non-conformance.

5.3.3 After the investigation is finished/all non-conformances are identified and corrective actions have been taken the form shall be signed off. In the case of Red Alert, to be signed off by management and in all other cases by the person responsible for handling complaints.

## 5.4 Management Meeting Discussions

5.4.1 All complaints and corrective actions shall serve as discussion points during management meetings, with the aim to prevent re-occurrence of complaints.

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