



SAKSHAM

EDUTECH & MANAGEMENT TECHNOLOGY (Regd.)

An Authorised Training partner of NSDC, TSSC, ESDM, RSLDC, PMGDISHA, PIA of DDU-GKY, MSME Govt. of India

COMPLAINT & APPEAL POLICY

AIM:

This process delineates the extent of handling feedback, incidents, complaints, and appeals received from clients, internal sources, and other relevant parties pertaining to all audit and certification services. It encompasses all complaints and appeals received through diverse means, such as written, verbal, or email communications, relating to audit and certification services.

GOALS:

The goals of this procedure are to ensure the reception, addressal, and implementation of necessary corrective actions for client feedback, complaints, and grievances. It also strives for continuous improvement in audit activities and the services rendered to clients by incorporating suggestions and executing corrective actions.

APPROACH:

Upon completion of an audit, the administrator at SAKSHAM EDUTECH AND MANAGEMENT TECHNOLOGY dispatches a feedback form alongside the Hygiene rating certificate to the client via email.



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The administrator ensures the collection of feedback from each client and shares the data with the audit coordinator.

The administrator reviews the feedback forms, identifies areas of concern and improvement, and communicates the findings to the audit coordinator.

The audit coordinator evaluates the feedback received from clients and takes necessary actions, under the supervision of the Executive Director, to address the identified areas of improvement.

Complaints received are categorized as major or minor:

Major complaints encompass breaches of impartiality policy or confidentiality policy, audits conducted contrary to the requirements of the FSSAI HRA scheme, incidents of sexual harassment, and auditors soliciting bribes to influence the audit process.

Minor complaints include issues concerning the attitude of auditors, communication difficulties from the initial enquiry to the sharing of generated certificates, comprehension of audit reports and raised observations, as well as certificate-related matters.

If an auditor is found to misinterpret FSSAI guidelines, submit forged reports or false information, display unprofessional or misconduct behavior, demonstrate judgmental or prejudiced conduct, or exhibit indications of mental incapacity in multiple cases, they may be disqualified or terminated from conducting Hygiene Rating audits.





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The HEAD – CERTIFICATION & INSPECTION (SME) rectifies and implements necessary corrections and corrective actions within 2 days upon receipt of a complaint, which are subsequently submitted to the Executive Director.

A corrective action plan is prepared in accordance with the standards. The correction and corrective action plan is verified by the Executive Director, and the HEAD – CERTIFICATION & INSPECTION (SME) shares the report on corrections and actions taken with the respective client.

The correction and corrective action plan formulated in response to the received complaints is disseminated to all employees and top management by the administrator.

Signature of Chairman and Managing Trustee