SOP for Handling Complaints & Appeal

PCPL/P/03

1.0. PURPOSE: To define procedure for appeal against inspection reports and complaint.

2.0. SCOPE: This procedure defined the process to handle appeal angainst the inspection report and any complaint angainst inspector or any other personnel of PCPL.

3.0. RESPONSIBILITIES: CEO / TM

4.0. DEFINITIONS

4.1. Appeal: when client is not satisfied with the inpection report or any act of PCPL.

4.2. Complaint: When client have complaint angainst inspector or any official of PCPL due to inresponsible attitude, complaint of bribe, complaint of delayed schedule of inspection, delayed release of inspection report or delayed uploading of report.

5.0 Refrences:- ISO 17020: 2012

6.0 Procedure:

PCPL is responsible for all the decision at all level for complaint and appeal.
PCPL will aknowledge the compaint and appeal received through the website, mail, verbally, whatsup or letter.

6.1Appeal: When any client appeal against the inspection report of inspection carrried out

6.1.1 The appeal is noted in appeal and complaint register.
6.1.2 Name of inspector and reviewer is identified.
6.1.3 The same inspection report along with all supporting material is send to other reviewer for review who was not involved in any stage of inspection of client.
6.1.4 If there is changes in marks/ grade the information is sent to client as well as FSSAI.
6.1.5 If there is changes in marks/grade in inspection report the inspector will be provided training.

6.2 Complaint:When client complaint angainst inspector or any PCPL Official on conduct of activities.
All complaint are noted in appeal and complaint registered and TM verify that complaint is related to its activities of inspection. If complaint is related to its actvities of inspection then following process is followed:

6.2.1 Complaint angainst inspector
i. The complaint is noted in registered in appeal and complaint register. Complaint may be made via website, e-mail or by letter. The website of FSSAI has a link to address the complaints. This link will take all the complaints and queries and pass them on to the relevant divisions of FSSAI for investigations or response. The Food Authority's complaints system is accessible by licensees, auditors, other jurisdictions and the general public. The complainant may remain anonymous if they wish.
ii. The technical manager identify the inspector and inform Director.
iii. the inspector identifed is stopped from conducting new inspection till invetigation to complaint is completed.
iv. The Director constitute one committee of inspectors who were not involved with client in any stage of inspection.
v. The committee is responsible for gathering, and verifing all information and based on the information collected committee suggest the action taken, which may be closer of complaint or any action on inspector.
vi. the PCPL will inform the complainant the progress of complaint during invetigation.

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vii. When committee completed the invetigation and ariived at decision PCPL will send notice for end of complaint.

6.2.2 complaint angaint any official of PCPL
i. The complaint is noted in registered in appeal and complaint register.
ii. The TM identify the person.
iii. the identifed person is stopped from conducting any new work till invetigation to complaint is completed.
iv. The Director constitute one committee of persons who were not involved with client in any stage of inspection.
v. The committee is responsible for gathering and verifing all information and based on the information collected committee suggest the action taken, which may be closer of complaint or any action on inspector.
vi. the PCPL will inform the complainant the progress of complaint during invetigation.
vii. When committee completed the invetigation and ariived at decision PCPL will send notice for end of complaint.

6.3 Investigation and decision on appeals shall not result in any discriminatory actions

Handling disputes –

The details on handling disputes in case of conflicts are given in Section 14 of part IV of FSS (FSA) Regulations, 2018 as below:
(1) The Central or the State Licensing Authorities shall be the contact point for Food Business Operator to engage in case of any dispute or disagreement with auditors.
(2) In case of any non-cooperation or resistance to the working of the auditing agencies or auditors by food business operator, the same shall be referred to the Central or the State Licensing authorities for resolution.

Reference:
Complaint and Appeal record PC-F-22

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