



SOP for handling appeal & complaints

PCPL/P/003

- 1.0. **PURPOSE:** To define procedure for appeal against inspection reports and complaint.
- 2.0. **SCOPE:** This procedure defined the process to handle appeal against the inspection report and any complaint against inspector or any officila of PA CL.
- 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 against inspector or any official of PCPL due to irresponsible 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 mail or whatsapp.

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

- 6.1.1 The appeal is noted in appeal and complaint register.
- 6.1.2 Name of inspctor 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 inspction 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 against 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 inspction. If complaint is related to its activities of inspection then following process is followed:

- 6.2.1 Complaint against inspector
 - i. The complaint is noted in registered in appeal and complaint register.
 - ii. The technical manager identify the inspector and inform Director.
 - iii. the inspector identified 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 verifying 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.

6.2.2 complaint angaint any official of PCPL

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- i. The complaint is noted in registered in appeal and complaint register.
- ii. The TM identify the person.
- iii. the identified person is stopped from conducting any new work till investigation 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 verifying 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 investigation.
- vii. When committee completed the investigation and arrived at decision PCPL will send notice for end of complaint.

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

Reference:

Appeal and complaint register.PC-F-22

CONTROLLED

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