 ONECREW <small>OSPLAT SERVICES PRIVATE LTD</small>	PROCEDURE MANUAL	Doc. No.	OS/SOP/04
		Issue	02
	ONECREW SERVICES PRIVATE LTD.	Issue Date	10.04.2022
		Revision	01
	HANDLING OF COMPLAINTS	Revision date	17.12.2023

Purpose: To ensure that all the complaints received relating to hygiene rating audit activities are addressed and handled effectively and in a timely manner.

Scope: This covers all complaints received on Hygiene Rating Audit Activities

Responsibilities:

1. Technical Manager is responsible for defining criteria for effecting handling the complaints and for implementation of the procedure in handling all complaints
2. In the event of complaint against the Technical Manager, Managing Director will take over and conduct duties of a Technical Manager to conduct investigation and reply to the complainant. Managing Director can appoint any staff from OSPL to conduct impartial investigation.

Procedure


1. General

- This procedure will be made publicly available on OSPL website.
- Complaints can be made by any person or body against the following:
 1. The OSPL, its operation and/ or procedures
 2. The auditor or staff of OSPL
 3. Assessment process followed by the Assessors and/or by OSPL
- If the complaint has no details of the complainant or the description is not adequate, OSPL has reserved the right of dealing with the complaint/appeal as deemed it.
- OSPL is responsible for all the decisions at all levels of the handling process for complaints/appeals.
- It is ensured that results are non-discriminatory in nature while investigation and decision on complaints/appeals are made.

2. Process of complaint handling

2.1 The handling process for complaints includes the following aspects and methods:

- a) description of the process for receiving, validating, investigating the complaint and deciding what actions are to be taken in response to it;
- b) tracking and recording complaints including actions undertaken to resolve them;
- c) ensuring that appropriate action is taken.

	PROCEDURE MANUAL	Doc. No.	OS/SOP/04
		Issue	02
	ONECREW SERVICES PRIVATE LTD.	Issue Date	10.04.2022
		Revision	01
	HANDLING OF COMPLAINTS	Revision date	17.12.2023

2.2 Upon receipt of a complaint, it is referred to the Managing Director who will assign to OSPL Technical Manager to investigate and report.

2.3 OSPL Technical Manager validates the complaint whether the complaint relates to Hygiene Rating Auditing activities for which it is responsible and registers the complaints.

2.4 OSPL Technical Manager acknowledges receipt of the complaint after authentication and provides the complainant with progress reports and the outcome.

2.5 The complaint is registered in Complaints Register.

3. Assessment and Investigation of complaints

3.1 OSPL Technical Manager studies the complaint, identifies remedy sought by the complainant and gathers necessary information for the effective handling of the complaint.

3.2 OSPL Technical Manager is responsible for all decisions at all levels of the handling process for complaints. It shall gather and verify all necessary information (to the extent possible) to progress the complaint to a decision.

3.3 The decision on the complaint is made by the Managing Director.


3.4 To ensure that there is no conflict of interest, personnel who have provided consultancy for, or been employed by a client, including those acting in a managerial capacity, shall not be used by the OSPL Technical Manager to review the resolution of a complaint for that client within two years following the end of the consultancy or employment.

4. Follow up action

4.1 Technical Manager incorporates findings and update the Managing Director.

5. Communication the decision and closure

5.1 OSPL Technical Manager communicates decision or action taken regarding the complaint, to the complainant.

	PROCEDURE MANUAL	Doc. No.	OS/SOP/04
		Issue	02
	ONECREW SERVICES PRIVATE LTD.	Issue Date	10.04.2022
		Revision	01
	HANDLING OF COMPLAINTS	Revision date	17.12.2023

5.2 OSPL Administrator maintains records on complaints in complaint log book.

6. Appeals

6.1 OSPL shall inform client/complainant that all appeals against the decision of OSPL can be made only to FSSAI if the for and the final decision on Appeals will be made by FSSAI. If unresolved in 15 days from the date of appeal it shall be forwarded to QCI and if unresolved / not satisfied, then the applicant may appeal to FSSAI within 15 days of its receipt.

6.2 Investigation and decision on appeals shall not result in any discriminatory manner.