

	<b>BHUTAN AGRICULTURE &amp; FOOD REGULATORY AUTHORITY CERTIFICATION SERVICES</b>	<b>QUALITY PROCEDURE</b>
DOC. BAFRA-CS-PR-7.13-01	ISSUE 04	REVISION 00
15 APRIL 2021		

## **PROCEDURE FOR HANDLING COMPLAINTS**

### **1. PURPOSE**

To ensure that all complaints received on the services and decisions of BAFRA-CS are addressed in timely and satisfactory manner.

### **2. SCOPE**

This covers all complaints received on certified products.

### **3. RESPONSIBILITY**

### **4. PROCEDURE**

#### **4.1 Appointment of Complaints Committee**

- 4.1.2 The Complaints Committee members are appointed by BAFRA after assessing that they are free from any commercial, financial and other pressures that might influence decisions.
- 4.1.2 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 BAFRA-CS to review or approve the resolution of a complaint for that client within two years following the end of the consultancy or employment.
- 4.1.3 BAFRA-CS has constituted a complaints committee with the following composition to oversee complaint handling process:
1. Certification Manager as Chairman of the Committee
  2. Food Safety Officer, FQSD
  3. Officer In-charge, National Food Testing Laboratory
  4. Certification Officer, Member Secretary of the Committee.
- 4.1.4 BAFRA DG appoints members of the Complaints committee based on their technical background and by virtue of the positions they hold.
- 4.1.5 BAFRA- DG reserves the authority to appoint and withdraw members of Complaints committee.

#### **4.2 Terms of Reference**

- 4.2.1 The Committee shall ensure that all complaints received on the services and decisions of BAFRA-CS are handled, addressed in a timely and satisfactory manner.
- 4.2.2 The Committee shall ensure that all complaints are investigated, addressed and where feasible, the outcome is communicated to the complainant.

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4.2.3 Certification Officer is responsible for providing secretariat for the Complaints Committee and be a member secretary to the committee.

### **4.3 Process of complaints handling**

**4.3.1** BAFRA-CS has a documented process to receive, evaluate and make decisions on complaints. BAFRA-CS shall record and track complaints and actions undertaken to resolve them.

**4.3.2** Upon receipt of a complaint BAFRA-CS shall confirm whether the complaint relates to certification activities for which it is responsible, and if so, shall deal with it.

**4.3.3** BAFRA-CS shall acknowledge receipt of a formal complaint.

**4.3.4** BAFRA-CS is responsible for gathering and verifying all necessary information (to the extent possible) to progress the complaint to a decision.

**4.3.5** The decision resolving the complaint shall be made by, or reviewed and approved by, person(s) not involved in the certification activities related to the complaint.

**4.3.6** Whenever possible, BAFRA-CS gives formal notice of the outcome and end of the complaint process to the complainant.

**4.3.7** BAFRA-CS takes any needed subsequent action to resolve the complaint.

### **5. REFERENCES**

- BAFRA-CS -PR7.13-02 Procedure for handling appeals
- BAFRA-CS -PR7.13-01-FM-01 Letter acknowledging complaint
- BAFRA-CS -PR7.13-01-FM-02 Complaint register
- BAFRA-CS -PR7.13-01-FM-03 Complaint processing form
- BAFRA-CS -PR7.13-01-FM-04 Letter informing the decision on complaint
- BAFRA-CS -PR7.13-01-FM-05 Letter informing closure of complaint
- BAFRA-CS -PR7.13-01-FM-06 Closure of complaint
- [BAFRA- CS- PR7.13-01 FM-07 Complaint Form](#)