



<b>RECORD OF COMPLAINT</b>		<b>Doc No. : F-2.3.2</b>
<b>Rev. No. : 02</b>	<b>Creation/Rev. Date : 18/06/2020</b>	<b>Page 1 of 1</b>

<b>1</b>	Date:	Responsible person:
<b>2</b>	Complaining person/company/organisation: Category: Client <input type="checkbox"/> State authority <input type="checkbox"/> Other certification body <input type="checkbox"/> Consumer <input type="checkbox"/> Other:	
<b>3</b>	Complaint:	
<b>4</b>	Complaint is related to: Inspection <input type="checkbox"/> Certification <input type="checkbox"/> Administrative procedures <input type="checkbox"/> Book keeping or Financial management <input type="checkbox"/> Others:	
<b>5</b>	Comment by person in charge: Complaint is justified: Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/>	
<b>5.1</b>	Comment:	
<b>5.2</b>	In case that the person in charge considers the complaint as "justified" or "partly justified": Who is responsible for erroneous proceeding?	
<b>5.3</b>	Or does the person in charge believe that not a person is responsible, but rather inadequate structures, procedures, or policies? Yes <input type="checkbox"/>	
<b>6</b>	Corrective actions which have been implemented or initiated (including dates and responsables):	
<b>7</b>	Persons who have been informed about the complaint (In case of complaints about NOP certified operators APEDA and the USDA NOP Program Manager has to be informed and about COS certified operators, CAEQ & the CFIA have to be informed, In case of Voluntary Certification Schemes-VCSMPP, INDGAPP, QCI has to be informed).	
<b>8</b>	Persons who have been informed about corrective actions (In case of complaints about NOP certified operators APEDA and the USDA NOP Program Manager has to be informed and about COS certified operators, CAEQ & the CFIA have to be informed, In case of Voluntary Certification Schemes-VCSMPP, INDGAP, QCI has to be informed). :	
<b>9</b>	See documents/annexes: •	

Signature: \_\_\_\_\_