



RECORD OF COMPLAINT CONCERNING ADITI'S PERFORMANCE		Doc No. : F-2.3.2A
Rev. No. : 02	Rev. Date : 09/11/2022	Page 1 of 1

1	Date:	Responsible person:
2	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:	
3	Complaint:	
4	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:	
5.1	Comment by person in charge: Complaint is justified: Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/>	
5.2	Comment:	
6.1	In case that the Quality department considers the complaint as "justified" or "partly justified": Who is responsible for erroneous proceeding?	
6.2	Or does the root cause analysis indicate that not a person is responsible, but rather inadequate structures, procedures, or policies? Yes <input type="checkbox"/>	
7	Corrective actions which have been implemented or initiated (including dates and responsables):	
8.1	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, COS certified operators, , only if complaint received from CAEQ & the CFIA then they have to be informed, and in case of EU Regulation certified operator, EU commission need to me informed).	
8.2	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, COS certified operators, , only if complaint received from CAEQ & the CFIA then they have to be informed, and in case of EU Regulation certified operator, EU commission need to me informed). :	
9	See documents/annexes: •	

Signature: _____

Created/Revised by: VS	Reviewed & Approved By: NU	Effective date: 25.04.2022
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