PROCEDURE FOR COMPLAINTS

1. PURPOSE

To ensure that all complaints received relating to the Hygiene Rating Auditing activities are addressed in timely manner.

2. SCOPE

This process covers all complaints received on Hygiene Rating Auditing Activities.

3. RESPONSIBILITY

1. Compliance Manager is responsible for defining criteria for effectively handling the complaints.
2. Operation Manager is responsible for implementation of the procedure in handling all complaints.
3. In the event of complaint against the Compliance Manager, CEO will take over and conduct duties of a Compliance Manager to conduct investigation and reply to the complainant. CEO can appoint any staff from GCQ Certifications India LLP to conduct impartial investigation.

4. PROCEDURE

4.1 Procedure of Complaint Handling

4.1.1 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.

4.1.2 Upon receipt of a complaint, it is referred to the CEO who will assign a Compliance Manager to investigate and report.

4.1.3 Compliance Manager will validate the complaint whether the complaint relates to Hygiene Rating Auditing activities for which it is responsible and registers the complaints.

4.1.4 Compliance Manager acknowledges receipt of the complaint after authentication and provides the complainant with progress reports and the outcome.

4.1.5 The complaint is registered in Complaints Register.

4.2 Assessment and Investigation of complaints

4.2.1 Compliance Manager studies the complaint, identifies remedy sought by the complainant and gathers necessary information for the effective handling of the complaint.

4.2.2 Compliance 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.

4.2.3 The decision on the complaint is made by the Complaint Committee constituted for the purpose.

4.2.4 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 Compliance Manager to review the resolution of a complaint for that client within two years following the end of the consultancy or employment.

4.3 Follow up action

4.3.1 Compliance Manager incorporates findings and update the CEO.

4.3.2 Administrator maintains records on complaints.

4.4 *Communication the decision and closure*

4.4.1 Compliance Manager communicates decision or action taken regarding the complaint, to the complainant.

4.4.2 Closing the complaint by keeping records and updating the register.