

	UNICERT CONFORMITY LLP			Procedure
DOC.NO: UNICERT- HRAA/P8.1	ISSUE 01	REVISION 00	01 JAN 2026	

PROCEDURE FOR HANDLING COMPLAINTS AND APPEAL

1. PURPOSE: This procedure describes how clients can Complaints and Appeals.

2. SCOPE: All New and old clients

3. RESPONSIBILITY

Technical Manager is responsible for complaint and appeal handling.

4. PROCEDURE

4.1 General

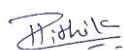
UNICERT-HRAA always tries to maximize client satisfaction. UNICERT-HRAA has in place a rigorous Complaints and Appeals Procedure which ensures that all complaints and appeals are handled fairly and promptly.

4.2 Verbal or written statement is regarded as a complaint whenever the client expresses dissatisfaction over a UNICERT-HRAA decision related to Audit and Certification; i.e. granting, maintaining, renewing, extending, reducing, suspending and withdrawing of Audit and Certification or any other unacceptable situation arising out of UNICERT-HRAA activities with the client.

4.3 Complaints do not include matters of a minor nature which can be readily resolved without invoking a formal procedure.

4.4 A verbal or written statement is considered as an appeal whenever the client requests a UNICERT-HRAA decision related to Audit and Certification to be reconsidered; i.e. granting, maintaining, renewing, extending, reducing, suspending and withdrawing of Audit and Certification.

4.5 UNICERT-HRAA is responsible for all decisions at all levels of the appeals-handling procedure. Persons engaged in this procedure are different from those who carried out the audits and made the Audit and Certification decisions.



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4.6 Submission, investigation and decision on appeals do not result in any discriminatory actions against the appellant.

4.7 Upon receipt of a complaint, UNICERT-HRAA confirms whether the complaint relates to Audit and Certification activities that it is responsible for and, if so, deals with it in accordance with the established procedures. If the complaint relates to a certified client, then examination of the complaint duly considers the effectiveness of the certified management system.

4.8 Any complaint about a certified client will also be referred by UNICERT-HRAA to the certified client in question at an appropriate time.

4.9 The Complaints and Appeals Procedure is subjected to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

Complaints

1- Complaints should be e-mailed to UNICERT. However, complaints presented by e-mail, telephone or letter to any member of UNICERT-HRAA staff will be processed in the same way, provided they have been clearly identified as complaints.

2- A unique reference number will be allocated to each complaint.

3- UNICERT-HRAA aims to make an initial response, including provision of the unique reference number, within 5 working days. No guarantee can be made of the timescale for final closure of a complaint, as this depends on the exact circumstances. A formal letter of acknowledging of complaint shall be shared to the client after registration of received complaint.

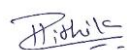
4- The default method of communication is e-mail, although other means will be used if requested by the client.

5- Complaints are normally dealt with by the Technical Manager, responsible for the activity against which the complaint has been made. A record for complaint processing is established and updated by UNICERT-HRAA.

6- Letter for informing the decision, closure and closure of the complaint shall be shared prior to closure of each received complaint from the audit client. A final decision will be issued via e- mail.

7- Confirmation will be provided that a complaint has been closed.

8- All current and closed complaints opened within the previous month are



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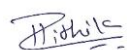
discussed at UNICERT-HRAA Managers' Meeting (once in every quarter) and corrective actions taken are reviewed at every CSI committee meeting (frequency once in each quarter) for their effectiveness. Where considered appropriate, discussion may be initiated with the parties involved on whether the subject of the complaint and its resolution should be made public.

Appeals

1. If clients are unsatisfied by complaint decision of UNICERT-HRAA, Clients can appeal against UNICERT-HRAA.
2. Appeals against the decision of the HRAA to be first forwarded to the concern HRAA if unresolved to QCI and if not satisfied then the applicant may appeal to FSSAI.
3. Clients can appeal to FSSAI Headquarter FDA Bhawan, Near Bal Bhavan, Opp Mata Sundri College, Kotla Marg, New Delhi, Delhi 110002. Phone- 011 2366 7200 / 1800112100, email servesafe@fssai.gov.in.
4. The timeline for the resolution of the appeals will be as under:
 - [1] HRAA- 15 days after appeal is made
 - [2] QCI- 15 Days after appeal is made
 - [3] FSSAI- 15 days after appeal is made
5. All current and closed appeals opened within the previous month are discussed at UNICERT HRAA quarterly Managers' Meeting and corrective actions taken are reviewed for their effectiveness. Where considered appropriate, discussion may be initiated with the parties involved on whether the subject of the appeal and its resolution should be made public.

5.0 References:

UNICERT- HRAA/P8.1/F01	Complaint Register
UNICERT- HRAA/P8.1/F02	Letter of Acknowledgment for Complaint
UNICERT- HRAA/P8.1/F03	Format of Complaint Processing
UNICERT- HRAA/P8.1/F04	Letter of Informing the Decision on Complaint
UNICERT- HRAA/P8.1/F05	CARs
UNICERT- HRAA/P8.1/F06	Letter Informing Closure of the Complaint
UNICERT- HRAA/P8.1/F07	Complaint Closure Form
UNICERT- HRAA/P8.1/F08	Letter of Acknowledgment for Appeal



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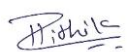


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UNICERT- HRAA/P8.1/F09 Letter Informing the Decision on Appeal
UNICERT- HRAA/P8.1/F10 Client Feedback form



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