

	PUREBITESAFE CERTIFICATIONS PVT. LTD.	Document No.	PBSCPL/A027 (Procedure for Handling Complaints & Appeal)
		Issue Date	22-06-2025
	PROCEDURE FOR HANDLING COMPLAINTS & APPEAL	Issue No.	01
		Revision Due Date	21-06-2026

PROCEDURE FOR HANDLING COMPLAINTS & APPEAL

1. PURPOSE

Ensure that all complaints received relating to the Hygiene Rating Auditing activities are addressed in a timely and impartial manner.

2. SCOPE

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

3. RESPONSIBILITY

The Technical Manager is responsible for complaints and appeal handling.

In the event of a complaint against the Technical Manager, the Director, PBSCPL will conduct the investigation and reply to the complainant.

4. PROCEDURE

4.1 General

A verbal or written statement is regarded as a complaint whenever the client expresses dissatisfaction over the PureBiteSafe Certifications Pvt. Ltd. decision related to the audit activities.

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

A verbal or written statement is regarded as an appeal where the client request that the PureBiteSafe Certifications Pvt. Ltd. decision in response to the complaint is reconsidered.

PureBiteSafe Certifications Pvt. Ltd. is responsible for all decisions at all levels of the appeal handling procedure. People engaged in this procedure are different from those who carried out the audits and made the audit decisions.

A description of the handling process for complaints will be made available to any interested party upon request.

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Investigation and decisions on appeals do not result in any discriminatory actions against the appellant.

The complaint and appeal procedure is subjected to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

All the complaints and appeals are served as a part of the agenda in the Management Review Meeting.

The records of the complaints and the appeal are maintained for a period of two years.

4.2 Procedure of Complaint Handling

Upon receipt of a complaint, the Technical Manager confirms whether the complaint relates to Hygiene Rating audit activities that it is responsible for if so, deals with it in accordance with the established procedures.

Once the complaint is validated, it is registered in the complaint & appeal handling logbook (PBSCPL/A028(Complaint & Appeal Handling Logbook)).

The Technical Manager acknowledges the receipt of the complaint and shares the procedure and timeline with the client.

The Technical Manager investigates the complaint by reviewing the documents and discussing it with the client and the auditor for effective handling of the complaint.

After a thorough investigation, the Technical Manager concludes the root cause and suggests corrective action and preventive action to avoid the recurrence of such issues.

The Technical Manager ensures that corrective action and preventive action are taken within the stipulated time period.

The client is formally informed about the root cause and the action taken and the closure of the complaint.

The root cause and the action taken are recorded in the CAPA format (PBSCPL/A029(CAPA Format)).

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The stipulated time period for complaint handling is –

S. NO	STEP	TIME ALLOTTED
1	Registering the complaint in the logbook	Within 2 days of receiving the complaint
2	Acknowledging the receipt of the complaint from the client	Within 2 days of receiving the complaint
3	Investigation of the complaint and suggesting corrective and preventive action	7 days from registering the complaint
4	Undertaking the corrective and preventive action	15 days from the end of the investigation Additional time may be allotted upon written information to the management of the company & the client.
5	Informing the client about the CAPA	7 days from undertaking the corrective and preventive action

4.3 Procedure of Appeal Handling

If the client is unsatisfied with the CAPA taken by the PureBiteSafe Certifications Pvt. Ltd. the client has the right to appeal.

Appeal against the CAPA taken by the PureBiteSafe Certifications Pvt. Ltd. for complaint redressal can be made to the Director, PBSCPL and if it remains unresolved then it can be forwarded to QCI. If the client is still not satisfied, then the client may appeal to FSSAI and it will be referred as the final decision.

The complaint to the director, PBSCPL can be sent to the company's official email ID and the decision of the Director shall be considered as final from PBSCPL.

Once the complaint is validated by the Director, PBSCPL, it is registered in the complaint & appeal handling logbook (PBSCPL/A028(Complaint & Appeal Handling Logbook)).

Further the complaints can be appraised to the QCI and then to FSSAI at their official email id. The client can appeal to the CEO of FSSAI through email at ceo@fssai.gov.in &/or servesafe@fssai.gov.in.

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The procedure of the appeal will be followed by QCI & FSSAI as per their individual procedures and the PureBiteSafe Certifications Pvt. Ltd. will be considered as a party.

The PureBiteSafe Certifications Pvt. Ltd. will cooperate with the appellate authority and provide the necessary information and the documents for the redressal of the appeal.

The PureBiteSafe Certifications Pvt. Ltd. will accept the decision of the appellate authority and take the necessary action as directed by the appellate authority (if any).

Records of the appeal are maintained in the appeal processing format (PBSCPL/A030(Appeal Processing Format)).

The timeline for the resolution of the appeals will be as under –

To PBSCPL – 15 days after the appeal is made

To QCI – 15 days after the appeal is made

To FSSAI - 15 days after the appeal is made

The time period for undertaking the necessary action as directed by the appellate authority (if any) will be 15 days from receiving the decision.

The client is formally informed about the action taken and the closure of the complaint.

Formats –

PBSCPL/A028 (Complaint & Appeal Handling Logbook)

PBSCPL/A029 (CAPA Format)

PBSCPL/A030 (Appeal Processing Format)