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	Document: SQF Appeals, Complaints & Disputes Procedure	

## Purpose

The purpose of this procedure is to outline the process of appeals, complaints and/or disputes generated by a customer or another outside entity.

## Responsibility

VP of Operations or CEO

## Procedure

### Appeals & Complaints

Any site or outside entity can initiate the formal complaint process by submitting the *Appeals, Complaints and Disputes Form* to any ASI office staff member or ASI contract auditor. This process can also be initiated online via the ASI Food Safety website. Once the appeal, complaint or dispute is received, the *Appeals, Complaints and Disputes Handling Flow Chart* is then followed.

Any informal appeal, complaint or dispute made through email, letter or phone conversations to an ASI employee or contract auditor will be recorded on the *Appeals, Complaints and Disputes Form* by the receiving employee. Once the appeal, complaint or dispute is documented on the form, the *Appeals, Complaints and Disputes Handling Flow Chart* is then followed.

The Vice president of Operations or CEO shall give a formal written notice of the outcome with reasons for the decision to the complainant and all interested parties within 30 calendar days of initiated complaint. Regardless of the appeal or complaint, a suspension/withdrawal of certification will not be delayed.

### Disputes

A customer can file a dispute with the *Appeals, Complaints and Disputes Form* within 30 calendar days after the appeal or complaint decision has been submitted to the complainant. This process is defined in the *Appeals, Complaints and Disputes Handling Flow Chart*.

The Independent Committees' decision is final, and the written decision will be released to the customer within the allotted 30 calendar days.

\*All appeals, complaints and disputes are to be logged on the *Appeals, Complaints and Disputes Log* and trend analysis completed annually at minimum.

## Forms & Records

Appeals, Complaints and Disputes Form  
 Appeals, Complaints and Disputes Handling Flow Chart  
 Appeals, Complaints and Disputes Log  
 Trend Analysis Records