

	BHUTAN FOOD AND DRUG AUTHORITY CERTIFICATION SERVICES	QUALITY PROCEDURE	
DOC. BFDA-CS-PR-7.13-01	ISSUE 05	REVISION 00	01 MARCH 2023

PROCEDURE FOR HANDLING COMPLAINTS

1. PURPOSE

To ensure that all complaints received on the services and decisions of BFDA-CS are addressed in timely and satisfactory manner.

2. SCOPE

This covers all complaints received on certified products.

3. RESPONSIBILITY

3.1 Complaints Committee is responsible for handling complaints and satisfactorily resolving them.

3.2 Certification Officer is responsible for providing secretariat for the Complaints Committee and be a member secretary to the Committee.

4. PROCEDURE

4.1 Appointment of Complaints Committee

4.1.2 The Complaints Committee members are appointed by BFDA after assessing that they are free from any commercial, financial and other pressures that might influence decisions.

4.1.2 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 BFDA-CS to review or approve the resolution of a complaint for that client within two years following the end of the consultancy or employment.

4.1.3 BFDA-CS has constituted a complaints committee with the following composition to oversee complaint handling process:

1. Certification Manager as Chairman of the Committee
2. Food Safety Officer, FQSD
3. Officer In-charge, National Food Testing Laboratory
4. Certification Officer, Member Secretary of the Committee

4.1.4 Head, BFDA appoints members of the Complaints Committee based on their technical background and by virtue of the positions they hold.

4.1.5 Head, BFDA reserves the authority to appoint and withdraw members of Complaints Committee.

4.2 Terms of Reference

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- 4.2.1 The Committee shall ensure that all complaints received on the services and decisions of BFDA-CS are handled, addressed in a timely and satisfactory manner.
- 4.2.2 The Committee shall ensure that all complaints are investigated, addressed and where feasible, the outcome is communicated to the complainant.
- 4.2.3 Certification Officer is responsible for providing secretariat for the Complaints Committee and be a member secretary to the committee.

4.3 Process of complaints handling

4.3.1 BFDA-CS has a documented process to receive, evaluate and make decisions on complaints. BFDA-CS shall record and track complaints and actions undertaken to resolve them.

4.3.2 Upon receipt of a complaint, BFDA -CS shall confirm whether the complaint relates to certification activities for which it is responsible, and if so, shall deal with it.

4.3.3 BFDA-CS shall acknowledge receipt of a formal complaint.

4.3.4 BFDA-CS is responsible for gathering and verifying all necessary information (to the extent possible) to progress the complaint to a decision.

4.3.5 The decision resolving the complaint shall be made by, or reviewed and approved by, person(s) not involved in the certification activities related to the complaint.

4.3.6 Whenever possible, BFDA-CS gives formal notice of the outcome and end of the complaint process to the complainant.

4.3.7 BFDA-CS takes any needed subsequent action to resolve the complaint.

5. REFERENCES

- BFDA-CS -PR7.13-02 Procedure for handling appeals
- BFDA-CS -PR7.13-01-FM-01 Letter acknowledging complaint
- BFDA-CS -PR7.13-01-FM-02 Complaint register
- BFDA-CS -PR7.13-01-FM-03 Complaint processing form
- BFDA-CS -PR7.13-01-FM-04 Letter informing the decision on complaint
- BFDA-CS -PR7.13-01-FM-05 Letter informing closure of complaint
- BFDA-CS -PR7.13-01-FM-06 Closure of complaint
- BFDA-CS -PR7.13-01-FM-07 Complaint Form