



Title: **Complaints**

Approval: Executive Director – Mr R.J. van der Westhuizen

**Purpose:** This procedure has been established in accordance with the requirements of ISO/IEC 17020:2012 to define and document the processes to receive, evaluate and make decisions on complaints and appeals. This documented process is also available to any interested party upon request. *Or* This documented process is also publicly available to any interested party on the SAMIC website.

**Introduction**

A complaint is defined in ISO/IEC 17021:2010 as an expression of dissatisfaction, other than an appeal, by any person or organization to an inspection body, relating to the activities of that body where a response is expected.

Within the remit of the SAMIC operations, complaints could arise, *inter alia*, from abattoir management, classification service providers, farmers or retailers.

**Receiving of Complaints**

When a complaint is received by SAMIC:

- SAMIC confirms that the complaint relates to the activities for which it is responsible
- The complaint shall be recorded on form MCSCQA/032
- SAMIC acknowledges receipt of the complaint in writing
- The complaint is forwarded to the SAMIC Executive Director who will investigate the complaint himself or allocate the responsibility for such investigation to a member of SAMIC staff not involved in the subject of the complaint. In the case that the Executive Director was involved in the original inspection activities relevant to the complaint the Deputy Director will handle the investigation.

**Investigation and outcome of the complaint**

- Once the complaint has been allocated for investigation it shall be entered into the SAMIC corrective action system to ensure tracking and recording.
- Using form MCSCQA 032 as reference, the nominated SAMIC staff member will investigate the complaint and shall gather and verify all necessary information to validate the complaint using any other resources and information deemed necessary.
- When necessary, SAMIC will provide the complainant with a progress report on the investigation of the complaint.
- When the investigation is completed, the results will be forwarded to the Executive Director (or his deputy in the case that the Executive Director was involved in the original inspection activities relevant to the complaint.) for the decision to be reviewed, approved and formally communicated to the complainant.
- When possible SAMIC shall also give formal notice of the end of the complaint. The investigation and decision on the complaint shall not result on any discriminatory actions.

**Required corrective action**

SAMIC shall be responsible for any corrective action required as a result of the complaint. Corrective action shall be monitored in accordance with QP004 – corrective action.