

COMPLAINT HANDLING

QMS Compliance

Producer Group Compliance with Section 4A Certification Process for group certification: IndG.A.P Certification

IndGAP Clause No.	Standard Requirement	Guidance for Implementation. It may change from entity to entity/ its operational activities
QM 4.3	COMPLAINT HANDLING	Procedure on handling Complaints Attachment 10
1	Does the applicant (group or the Option 1 multisite operation) have a system for effectively managing customer complaints? Is the relevant part of the complaint system available to the producer members?	Refer to Above Procedure
2	Is there a documented procedure that describes how complaints are received, registered, identified, investigated, followed up, and reviewed?	Refer to Above Procedure
3	Is the procedure available to customers as required?	Refer to Above Procedure
4	Does the procedure cover both complaints to the applicant and against individual producers or sites?	Refer to Above Procedure
	Whether the legal entity demonstrates the compliance to the above requirements in form of a registry of complaints and information flow to the CBs or the Scheme Owner? (A register maintained for the complaints)	
QM 4.4	Internal Audits and Inspections (Internal audit systems shall be in place both to assess the adequacy and compliance of the documented	

	QMS and to inspect the producers and farms against the GAP standard)	
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