

## Complaints

Complaints shall be dealt in a non-discriminatory manner irrespective of any partiality to specific group or personnel.

### Receipt of complaints:

All the complaints related to SNRMS operation and against certified operators shall be dealt in a speedy and efficient manner.

### Procedure:

- All the complaints received either through emails, fax and letters and telephonically shall be entertained.
- The action against all the complaints shall be taken by CEO with the permission of management.
- All the complaints and action taken shall be duly recorded in the complaint register.
- The action taken shall be communicated to the concerned in a timely manner either through email, letters. No verbal communication shall be done in this regard.

### Resolution of complaints:

SNRMS considers complaints related to its operations and those against certified operators. Resolution of complaint received from any operator (e.g., producers, contract producers, processors, handlers, etc) or from other parties such as interested stakeholders or the general public does not discriminate any partiality to specific group or members. QM shall be responsible for implementation of this procedure.

### Investigation process:

- QM shall investigate the complaint for its cause and prepare an investigation report of its deliberation and put it up to the CEO.
- Having considered the report, the CEO may order corrective action to be taken.
- The decision of the CEO will be recorded in the complaint register and any decision requiring corrective action to be taken will be implemented by the Quality Manager. CEO will check the effectiveness of the corrective action taken.

### Complaints regarding certified operations:

In case of receiving complaints of non-compliance of a certified operator from third parties or authorities, SNRMS shall take appropriate measure to investigate the matter and, depending on the severity and basis of the complaint, may also have to inform the authorities on the complaint and all investigation measures.

### Complaints regarding SNRMS:

- Complaint shall be resolved within 15 working days after the receipt of written complaint.
- If Complainant is not satisfied with response received from CEO, complainant may forward this to member of SNRMS.
- No verbal communication shall be entertained in this regard from the concerned parties.
- When a complaint is resolved, a documented resolution is forwarded to the complainant and the interested party by the Quality Manager.
- Complaints received for any official of SNRMS shall be dealt by the immediate reporting authority.
- The complaint received for the highest authority (CEO of the company) shall be referred to the Management Committee members and decision taken by any four members shall be valid. The communication shall be done with the concerned by QM on behalf of the committee.