

Complaint Handling Register (Clause 5.2.11)

Farm Name:
Crop:

Farm Location:
Variety:

S.N	Description of Complaint	From whom Received. Address and Contact no	Date	Responsible Person to handle complaint	Root cause for the Complaint	Corrective Action Taken	Date	Information to the complaint	Date	Feedback from the complainant	Date	Status of the complaint closed or open

Notes:

1. Depending upon the nature and seriousness of the complaint ,certification body and scheme owner to be informed
2. The above template is only for your guidance. You can always have more requirement as desired.