

Complaint Handling Register (Clause 4)

S.N	Descripti on of Complai nt	From whom Received	Date	Responsibl e Person	Root cause for the Complaint	Correcti ve Action Taken	Date	Informatio n to the complaint	Date	Feedback from the complaint	Date	Status of the complai nt closed or open

1. Depending upon the nature and seriousness of the complaint certification body and scheme owner to be informed