



## COMPLAINTS MANAGEMENT PROCEDURE

LOCAL PROCEDURE AGRIFOOD – PROGRAMME DEVELOPPEMENT  
DURABLE

PL-CIV-ITD\_CCD 11

*July 2023, version 1.1*



**BUREAU  
VERITAS**

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**BUREAU VERITAS COTE D'IVOIRE**  
**AGRI FOOD & TRADE – Programme Développement Durable (PDD)**

**1 VALIDATION**

Registry of updates	
Date	Nature of the update
30- 05 – 2023	Creation
31- 07 – 2023	Update and readjustment

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## 2 OBJECTIVE

This procedure presents the provisions for managing complaints, which consider appeals and complaints addressed to the PDD (Programme Developpement Durable). It communicates on the handling of complaints in a professional and responsible manner.

It applies to anomalies, malfunctions, complaints concerning the organization, operation, activities, mission, and services of PDD.

**This procedure is available on the Bureau Veritas website and can be made available at the request of any interested party (examples: client, ministries, labor inspectorate).**

## 3 SCOPE

This procedure is applicable to the site of the PDD (Bureau Veritas Côte d'Ivoire) and to all its activities covered by the management system.

All employees, customers and external service providers must comply with these specifications.

## 4 RESPONSIBILITIES

This procedure concerns:

- The AGRI and QHSE project development manager who is responsible for the proper application of this procedure;
- The PDD Technical Assistant ;
- The PDD Manager ;
- All persons having to manage complaints.

## 5 DEFINITION

**Definition of the complaint according to Bureau Veritas:**

A complaint is a formal manifestation of dissatisfaction or disagreement (letter, telephone call, etc.) concerning a contract or service; it can come from a client, a public authority, or any other interested party.

*Noticed:*

*A/ Complaints should be distinguished from formal complaints or disputes, which are dealt with in the Group's Corporate Governance and Risk Management Policy.*

*B/*

- when what is expected is specified, the anomaly is a nonconformity ;
- the term "malfunction" can be used instead of that of anomaly.

All functions (operational and support) must be involved, if necessary, in the internal handling of the complaint, until the causes of the complaint have been identified and corrective actions have been defined, decided, and implemented.

## 6 PROCESS STEPS

**Evaluate:** is the dedicated group software for managing complaints.

### – Registration and Acknowledgment of receipt of the complaint

Complaints made (verbal or written) by customers or any other stakeholder are received by the AGRI and QHSE project development manager or the PDD manager.

Other people may be informed depending on the importance of the complaint.

After receipt of the complaint, the AGRI and QHSE project development manager must send an acknowledgment of receipt within 05 calendar days (unless otherwise stipulated in the certification program) to confirm whether the complaint is related to the certification activities for which the PDD is responsible and if so, processing is initiated. He will provide information on the next steps in the process.

### – Description of the problem and business impact

The causes behind the complaint are identified in the complaint management system (Evaluate), as well as its impact on the business.

An analysis of the situation is made by the AGRI and QHSE project development manager in collaboration with the people concerned.

### – Communication

The AGRI and QHSE project development manager communicates the details of the complaint and the results to the relevant stakeholders.

### – Proposition of a solution (It will be done on Evaluate)

- **No action required:** just answer the customer or the stakeholder,
- **Action is required:** continue processing the complaint (next steps),
  - Describe the solution using a plan and implement it,
  - Inform the client of the conclusions and the measures taken,
  - Ensure satisfaction after processing the complaint.
- Supervise the results: check the implementation and the effectiveness of the solution,
- Maintain documents, guarantee traceability,
- Verify the sustainability of the results and close the complaint once resolved.

### Note :

1. The decision to resolve the complaint or appeal must be made or reviewed and approved by a person or persons not engaged in certification activities related to the complaint or appeal.
2. To ensure that there is no conflict of interest, personnel who have provided advice or who have been employed by a client, including persons who have provided management system consultancy activities, should not participate, for BVCI's account, review, or approve the

resolution of a complaint or appeal from that client within two years of the termination of consulting activities or employment with that client.

### – Non-Compliance Management

Evaluate will contain the information for the actions.

Appropriate corrective actions are identified, communicated, and implemented.

A complaints follow-up register is kept up to date by the AGRI and QHSE project development manager.

Identification, description, and complaint handling actions are recorded in Evaluate:

The claim must be closed in a timely manner and not exceed ninety (90) days. The closure period for major non-conformities is thirty (30) days. Certain cases may be agreed with stakeholders.

### – Registration

Complaint records are available on Evaluate for verification and consultation.

The measures taken for the handling of the complaint must be recorded in Evaluate.

### – Action tracking

The AGRI and QHSE project development manager must have evidence of the implementation of a monitoring process with the client or stakeholder (which will be available on Evaluate).

During the management review, the PDD summarizes the complaints opened during the past year, specifying the following statistical elements:

- Origin (customers, prescribers, administration, others);
- Object of the complaint ;
- Time elapsed between the opening of the file and the closing of the action vis-à-vis the claimant;
- Internal action taken (immediate curative action, corrective, preventive, action plan);
- Status.