

Complaints, Conflicts and Appeals

Objective

To provide a structured format for the receipt and process of any complaint, conflict or appeal made against the SALSA scheme, SALSA Auditor/Mentor or an Approved Member.

Policy

Any complaint, conflict or appeal must be raised with SALSA Operations; upon receipt of which the following procedure will be applied to determine the nature and outcome.

Procedure

- Any and all complaints must be submitted to SALSA Operations in a written format
- Verbal communication is initially heard and discussed with complainants to assess the nature and validity of the concern, and we ask for a written submission to follow so that we are able to follow it up objectively
- Not all complainants wish to put their complaint in writing and in these cases we will take the comments on board and address the issue internally but will not investigate
- An initial response is given within ten working days of receipt of the written complaint
- A full written response is given after the completion of a thorough investigation into the complaint by Operations in consultation with the relevant parties
- Appropriate actions are taken and recorded
- All written complaints are reported to SALSA's Technical Advisory Committee (TAC) and any required follow-up actions implemented

Should the complaint be directed at the outcome of the certification decision the following applies:

- Certification appeals to be received up to 28 days after certification decision has been given

Should the complaint be directed at a SALSA Auditor with regard to a future audit allocation then the following procedure applies:

- Member submits a written complaint detailing the nature of their concern regarding the appointed auditor
- The initially appointed auditor is informed of the complaint
- SALSA Operations review and investigate the complaint
- Operations make a judgement based on the information provided
- If accepted, Operations approach an alternative auditor. If declined the allocated auditor remains appointed to the business.
- A record/log of any complaint received and overview is reviewed at Technical Advisory Committee (TAC) Meetings

Approval

By: SALSA Operations

With effect from: 21/04/2016:

Availability

This document is available via the SALSA website to:

Governance Board	Yes
Technical Advisory Committee	Yes
Auditors/Mentors	Yes
Members	Yes