

Complaints, Appeals & Whistleblowing Procedure

Objective

This process will be followed should a formal complaint or notification be received from a member of the SALSA scheme, a member of the public, stakeholder or any other third-party raising concerns.

Policy

SALSA scheme can be notified in the following ways;

- By post to SALSA Scheme Limited, Bloxham Mill, Barford Road, Bloxham. OX15 4FF.
- By email to : info@salsafood.co.uk
- By phone: 01295 477570

If you are a Whistleblower or wish to report a food crime, information can be supplied confidentially to the National Food Crime Unit on 0207 276 8787 (9am to 4pm Monday to Friday), freephone 0800 028 7926, by email foodcrime@food.gov.uk. Suspected food crime committed in Scotland should be reported to Food Standards Scotland on foodcrime@fss.scot

All complaints must be submitted to SALSA in a written format, where complaints are made by phone, we ask for a written submission to follow so that we are able to follow it up objectively. Where a complaint is not received in writing - we will take the comments on board and address the issue internally but will not investigate further.

Should the complaint be directed at the outcome of the certification decision the request should be received up to 28 days after certification decision has been given.

Procedure

Complaint Process

On receipt of a complaint or appeal, the following steps will be taken:

1. REVIEW

SALSA Leadership review the complaint, establish if in scope and verify the validity of the complaint.

2. INVESTIGATION

SALSA Leadership completes an investigation with involvement, if required, from the member and auditor/mentor.

The investigation may be supported with additional information requested from the complainant.

All written complaints are reported to SALSA's Technical Advisory Committee (TAC) and any required follow-up actions implemented.

3. RESOLVE

SALSA Leadership review the result of investigation.

Special conditions, such as suspension/termination of the certification, reaudit or notification to local environmental authorities may be applied.

Appropriate actions are taken and recorded.

Feedback to be provided to the complainant with the results of the investigation within 28 days of the complaint.

Appeals to Decision to Terminate Scheme Membership

Should an investigation require the suspension or termination of a member's certificate, SALSA will notify the member in writing of the action which will normally be with immediate effect. The member is entitled to an appeal within 14 days from the date of notification.

Upon receipt of an appeal SALSA will review the grounds of the appeal and any additionally supplied supporting information.

SALSA can at any time prior to an appeal meeting, revoke the decision to terminate the member's certification.

A tribunal panel will be appointed to consider the appeal, ensuring that the panel is independent, impartial and competent. The appeal hearing will take place within 30 days of receipt of the appeal. The appeal will consider any additional information provided and a decision provided within 30 days of the panel meeting.

Approval:

This document was approved by SALSA Operations:

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Availability:

This document is available via the SALSA website to:

Advisory Board	Yes
Technical Advisory Committee	Yes
Auditor/Mentor	Yes
Members	Yes
Public	Yes