

[INSERT COMPANY LOGO HERE]

| SOP Title | SOP No. | Version No. | Effective date |
|------------------------------|------------|-------------|----------------|
| Managing Customer Complaints | QA.SOP-006 | 00 | YYYY/MM/DD |

MANAGING CUSTOMER COMPLAINTS

| | | | |
|---------------------|--------|-----------------------|--------------|
| Written by: | [Name] | Signature/Date | [YYYY/MM/DD] |
| Approved by: | [Name] | Signature/Date | [YYYY/MM/DD] |

1. Purpose

- 1.1. This procedure describes how customer complaints are handled as part of our commitment to protecting public health and safety.

2. Scope

- 2.1. This procedure applies to complaints received from all customers including consumers, retail clients, business partners, and other licenced producers.

3. Responsibilities

- 3.1. **Customer Service/Sales** : To receive and record all complaint information and forward complaint details to Management and/or the Quality Assurance department.
- 3.2. **Quality Assurance Person(QAP)/Production Manager** : To adequately investigate and assess potential risks associated with complaints received.

4. Acronyms and Definitions

- 4.1. **COA**: Certificate of Analysis
- 4.2. **Complaint**: An inquiry or a dissatisfaction with the identity, strength, quality, or purity of a product.

5. Related Records

- 5.1. FORM.QA-006A: Business Client Complaint Form
- 5.2. FORM.QA-006B: Retail Customer Complaint Form
- 5.3. FORM.QA-006C: Complaint Investigation Report
- 5.4. FORM.QA-006D: Customer Complaint Register

6. Procedure

SOP TO BE CONTINUED...