

## **12 – Complaints**

BSL applies the following procedure to all communications received regarding complaints, grievances, disputes, suggestions, concerns from interested parties and any violation of the Supply Policy:

- Informs the communicator of receipt of the communication within a maximum period of 10 working days;
- Gathers and verifies the information necessary to evaluate the situation communicated and make a decision;
- When applicable, ensures that appropriate corrective and/or preventive measures are taken;
- Informs the communicator and the certifying entity of the result of the treatment given to the communication.

If it is not possible to complete the processing of the communication within a maximum period of 3 months, the communicator and the certifying entity will be notified of the need for an extension.