

# **REGISTRATION SYSTEM PROCEDURE**

**RP-07, Version 3.0**

**Appeals and Complaints**

**January 2007**

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## Dairy Farmers of Canada - Canadian Quality Milk

**1. PURPOSE**

The procedure for appeals and complaints describes how appeals and complaints are addressed and ensures that they are addressed promptly and consistently.

**2. SCOPE**

The procedure for appeals and complaints covers all appeals and complaints related to the Canadian Quality Milk (CQM) registration system at the national and provincial levels.

**3. RESPONSIBILITY**

The following people are responsible for appeals and complaints:

**3.1 National Program Coordinator**

The National Program Coordinator (NPC) is responsible for managing the appeals and complaints that are national in scope or cannot be managed by a Provincial Delivery Agent (e.g. a conflict of interest exists).

**3.2 Provincial Delivery Agents**

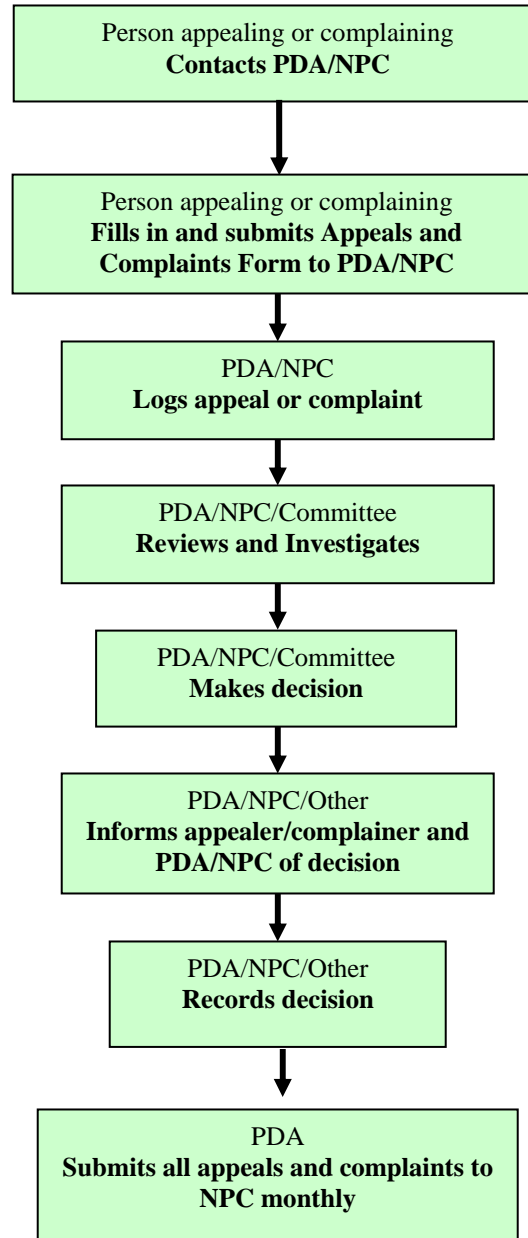
Provincial Delivery Agents (PDAs) are responsible for managing appeals and complaints that occur on a provincial level. PDAs may consult with the National Program Coordinator on decisions. PDAs are responsible for reporting appeals and complaints to the National Program Coordinator for national planning purposes.

**3.3 Producers, Validators, PDAs**

Anyone who has an appeal or complaint is responsible for reporting appeals and complaints to the PDA or National Program Coordinator in accordance with this procedure, if they expect to achieve resolution.

**4. PROCEDURE**

Appeals and complaints must be submitted and handled as outlined in Figure 1, unless PDAs have provincial appeal legislation that they have to follow. The procedure applies to PDAs, the National Program Coordinator and appeals or complaints committees. PDAs can set up appeal and complaint committees to make decisions.

**Figure 1: Appeals and Complaints Process Diagram****Notes:**

Appeals and complaints that may be considered provincial in scope are:

1. Producer appealing a registration decision (e.g. withdrawal),
2. Producer or public complaining that a registered producer is not meeting CQM requirements,
3. Validator complaining about paperwork, another validator or shadow validator.

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Appeals and complaints that may be considered national in scope are:

1. Validator appealing grade on Validator Training Course or decision to remove the validator from the list of qualified CQM validators,
2. Validator complaining about a PDA,
3. PDA appealing internal audit results or decisions,
4. PDA complaining about DFC's management.

Anyone can file a complaint regarding the registration system.

Provincial appeals and complaints should be submitted to the PDA and national appeals and complaints should be submitted to the National Program Coordinator. If the national office receives an appeal or complaint that is considered provincial in scope, the national office can refer the appeal or complaint to the appropriate PDA.

If a producer wishes to appeal a registration decision or withdrawal, the producer must file a written intent within 14 days from the receipt of the PDA's validation report or notification of registration withdrawal, and an official appeal must be submitted within 30 days from the receipt of the PDA's validation report or notification of registration withdrawal. The same timelines are true for any other appeal (e.g. validator has 14 days to file intent of an appeal of grades and 30 days to file an official appeal upon receiving notification of grades).

All appeals and complaints are logged. Once a month, PDAs must report any received appeals and complaints to the National Program Coordinator to facilitate management reviews.

Appeals and complaints are documented on Appeals and Complaints forms.

Investigations of appeals and complaints may involve reviewing documents, interviewing individuals involved and analyzing the circumstances.

The National Program Coordinator or PDAs make the appeals and complaints procedure available upon request.

## 5. FORMS

Please see appendix for sample forms.

Appeals and Complaints Form