Free Template

Complaint Handling Procedure and Complaint Log

Procedure steps, complaint log with classification categories and CAPA tracker

Log, classify, investigate, respond, correct and close. Escalate anything that could indicate unsafe food immediately. Neither UK nor US regulation sets a fixed response time, and IFS Food 5.8 asks for action immediately where justified, so set targets in your own procedure and in line with customer requirements.

Demo template.

Document Control

Field	Entry
Site	
Prepared by (role)	
Version	
Date	
Review date	

1. Procedure Steps

Step	What to do	Owner (role)	Target time
Log	Date, complainant reference, product, batch and date code, nature, sample or photo		
Classify	Category and severity; escalate safety concerns immediately		
Investigate	Production, cleaning and quality records; returned sample; supplier		
Respond	Outcome to the complainant in plain language		
Correct	Raise corrective action where a cause is found		
Close	Verify the action worked, record and sign off		

Demo template is for illustrative purposes. Not intended for legal advice. Adapt to your site.

2. Complaint Log

Category examples: foreign body, allergen, quality, labelling, illness. Record a complainant reference, not personal details, in shared copies.

Ref	Date	Product and batch	Category	Severity	Justified? (Y/N)	Status

3. CAPA Tracker

Complaint ref	Root cause	Corrective action	Preventive action	Owner (role)	Due date	Verified (date)

4. Periodic Review

Group by product, category, line and supplier to spot recurring issues. Share at management review.

Review date	Period	Recurring issues found	Action raised	Reviewed by (role)

Sign Off

Role	Signature	Date
Technical or Quality lead		
Site manager		

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