



121 EAST J STREET  
BENICIA, CALIFORNIA 94510

P: (707) 590-7020

<b>FOOD SAFETY PLAN: CUSTOMER CARE POLICY</b>		
<b>Effective Date:</b> 01/01/2023	<b>Revision Date:</b> 10/13/2023	<b>Review Date:</b> 01/01/2024

The missions at Edison Mercantile, LLC (Edison Grainery) is to offer high quality, organic food at an affordable price, and our operating principle is “do no harm.” We are committed to customer satisfaction and take customer complaints seriously. Our customer care policy includes the following elements:

- Our contact information is readily available to customers, appearing on all product labels, our website, and written promotional materials.
- Customer complaints are responded to promptly.
- Upper management has the responsibility for handling the complaint from beginning to end, so the customer does not have to repeat their complaint to different staff. This includes taking, recording/logging, analyzing, resolving, and reporting on complaints.
- Staff are trained to know the customer care policy and how to treat complaints fairly and properly pass them to upper management.
- Complaints are recorded on a Consumer Complaint Record.
- Corrective actions are recorded on a corrective action log.
- If the complaint involves food safety, such as an injury or illness, we follow our Recall Plan protocol and will initiate a market withdrawal or recall as necessary.
- We review the customer care policy regularly and make changes as necessary.

Lyndsy Barnes  
Owner  
Edison Mercantile, LLC