	PROCEDURE
	RESOLUTION OF INFRINGEMENT COMPLAINTS

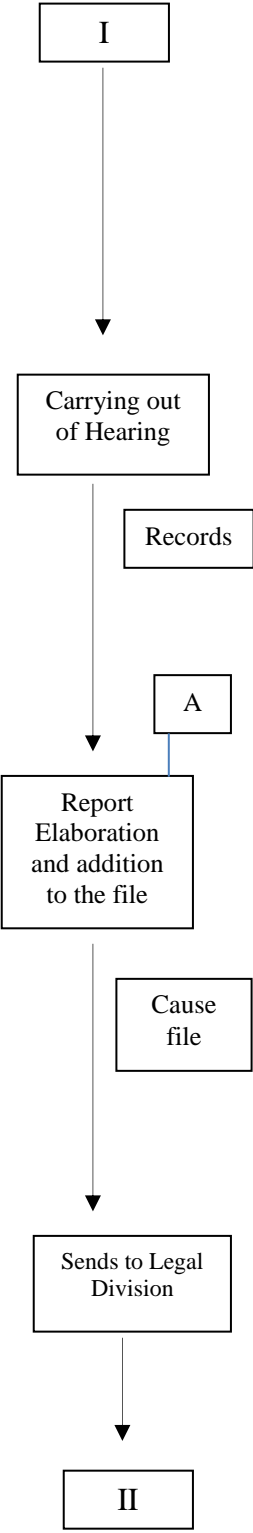
Objective	Resolve the complaints for infringement of legal and mandatory regulations pertinent to the Agricultural and Livestock Service, in accordance with the procedure established in Paragraph IV of Heading I of SAG's Organic Act 18.755
Scope	To the activities focused on complaint resolution, including Sectorial Offices, Regional Administrations, Legal Division and SAG's National Direction; this document does not apply to processes carried out at border controls.
Performance Indicator	The average working days for the processing of the causes in the Region since the date of the Complaint and Summons Record (CSR) or complaint from other relevant authority originating the cause, to the rendering of the resolution by the Regional Director in charge of resolving the cause.

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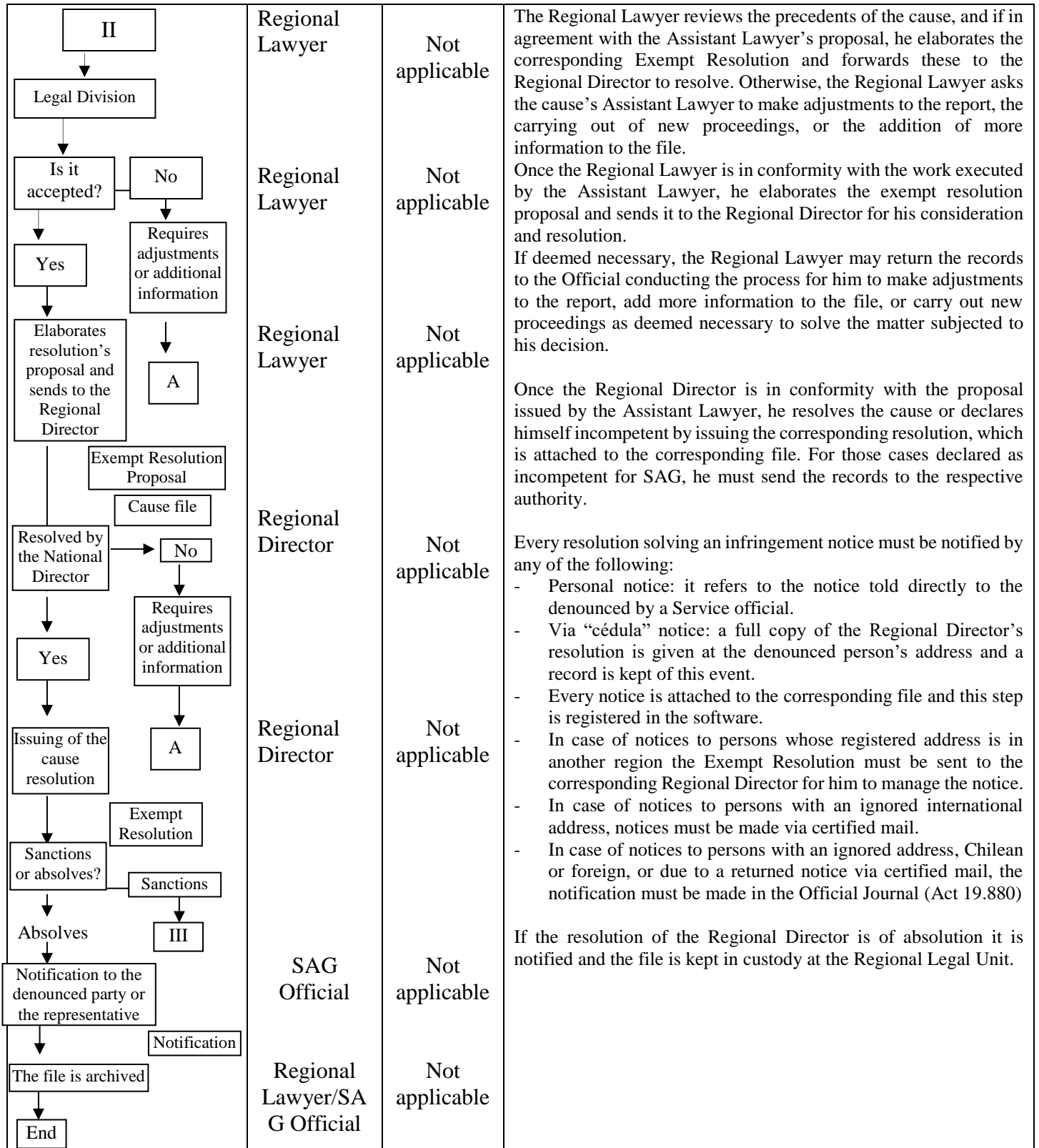
Description of activities

Flow chart	Responsibilities	Deadlines	Considerations
<pre> graph TD Start([Start]) --> Complaint[Complaint] Complaint --> CSR[SAG's Complaint and Summons Record (CSR)] Complaint --> Other[Other authority makes the complaints] CSR --> Nomination[Nomination of the cause's assistant lawyer official] Other --> Nomination Nomination --> Resolution[Resolution] Resolution --> RegCause[Registration of initiated causes and file] RegCause --> RegAccept[Registration of the causes acceptance] RegAccept --> CauseFile[Cause file] CauseFile --> I[I] </pre> <p>The flowchart illustrates the process starting from a 'Start' box leading to a 'Complaint' box. From 'Complaint', it branches into two parallel paths: one leading to 'SAG's Complaint and Summons Record (CSR)' and another to 'Other authority makes the complaints'. Both paths converge at 'Nomination of the cause's assistant lawyer official'. This leads to 'Resolution', which then flows into 'Registration of initiated causes and file'. This step further leads to 'Registration of the causes acceptance', followed by 'Cause file', and finally the process ends at 'I'.</p>	SAG Inspector	Not applicable	<p>The process begins with an infringement complaint made by a SAG Inspector or Chilean police officers, or other authority entitled to do so.</p> <p>If the complaint is made by a SAG inspector, it is registered in the Complaint and Summons Record (CSR) (F-FYS-RDI-001). If the complaint is made by another authority, it is registered in their own documentation. In those cases where the corresponding authority does not notify the person denounced, SAG must do so.</p> <p>The completion of the CSR is carried out by a SAG Inspector, an official on fees or on payroll, who is entitled to do so by the Regional Director's Exempt Resolution.</p> <p>In the document "Guidelines for inspectors and assistant lawyers" (F-FYS-RDI-001) the steps for correctly filling out the CSR are given.</p> <p>Each CSR issued or the complaint made by another entitled authority must be scanned and uploaded to the sanction software in the Stage "Complaint (If it is SAG or other Authority)."</p> <p>The Regional Director nominates by Appointment Resolution the official (on payroll or fee) that will investigate and follow the process, which must be other than the Inspector issuing the CSR, and gives him the corresponding file. This nomination may be carried out previously and in a generic manner for all the processes handled in the Region during a certain period of time.</p> <p>The cause official (from now on, the Assistant Lawyer) may advise the Regional Director to take precautionary measures, which is described in pages 8 and 9 of this document.</p>
	Regional Director	Not applicable	<p>SAG'S CSRs as well as the complaints made by another authority that are accepted in the Service, initiate a cause, which must be registered (in the manner that is deemed most relevant). In this registry, each initiated cause is assigned an annual correlative number, date of the CSR or complaint, date of reception in the Service, name and last name of the person denounced or his business area, and issue the complaint corresponds to according to the list given in F-FYS-RDI-002 and all those relevant milestones produced in a cause are recorded.</p>
	Assistant Lawyer	Not applicable	

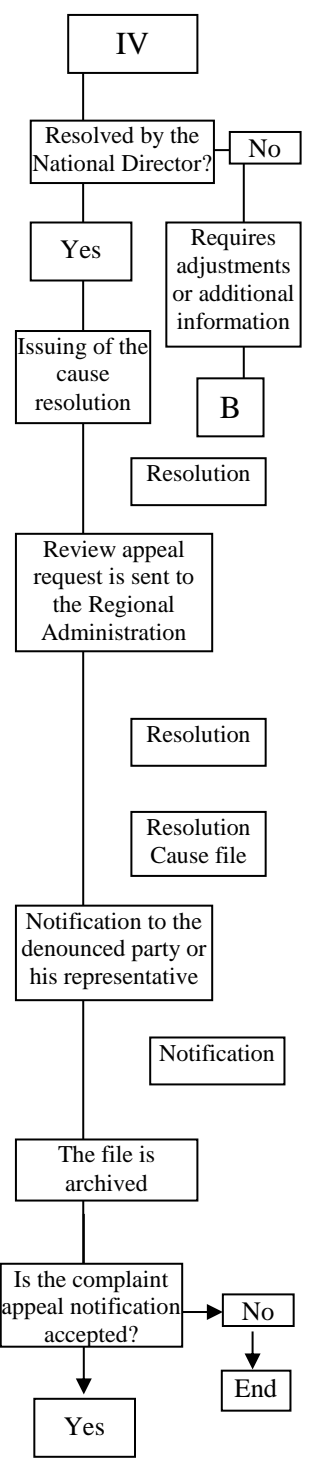
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 <pre> graph TD I[I] --> CH[Carrying out of Hearing] CH --> R[Records] CH --> A[A] CH --> RE[Report Elaboration and addition to the file] RE --> CF[Cause file] RE --> SD[Sends to Legal Division] SD --> II[II] </pre>	<p>Assistant Lawyer</p>	<p>Not applicable</p>	<p>For each registered cause there is a file, which is formed by adding to the respective title page all the documents and actions that are present or verified during the process, consecutively and in chronological order. In this manner, each sheet in the process must be numbered in figures and letters when added to the file, and filed in folders. In the process title page the following must be indicated: the identifying number, the corresponding Region, the name and last name of the person denounced or his business area, and the issue (F-FYS-RDI-002).</p> <p>The Assistant Lawyer carries out the hearing with the person denounced, his representative; it may be possible for any other person to attend as an agent, in which case the one denounced must corroborate the agent's statement within 3 working days. Should he fail to do so, the denounced will be deemed absent from the hearing. The hearing is carried out on the date indicated in the corresponding CSR or in the date determined by the Assistant Lawyer, in which case the denounced will be notified in advance.</p> <p>In the hearing, charges, witnesses' statements and other evidence presented will be received. Witnesses will be examined separately. In the document the steps are given for F-FYS-RDI-001 for preceding a hearing and the collection of evidence.</p> <p>The Assistant Lawyer fills out a record of everything that was done, signed by him/her and those that attended the hearing. In case one of them refuses to sign it, he//she must record this and indicate the reasons for such refusal.</p> <p>The Hearing Record is added to the cause file. If the address of the one denounced is in a region different from where the infringement was denounced, he may present charges or evidence at the Sectorial or Regional Office corresponding to his address to SAG's personnel. They must take the statement and send it to the Regional Administration where the cause is being processed. The Assistant Lawyer may require additional reports to the Program Regional Officials, Office Heads, or others.</p> <p>The Assistant Lawyer elaborates a report about the processed carried out, the conclusions he has drawn, and his proposal of how to resolve the cause. This report is added to the cause file and he send all the documentation for legal review. The latter applies in case the Assistant Layer is not the regional lawyer.</p>
	<p>Assistant Lawyer</p>	<p>Not applicable</p>	
	<p>Assistant Lawyer</p>	<p>Not applicable</p>	

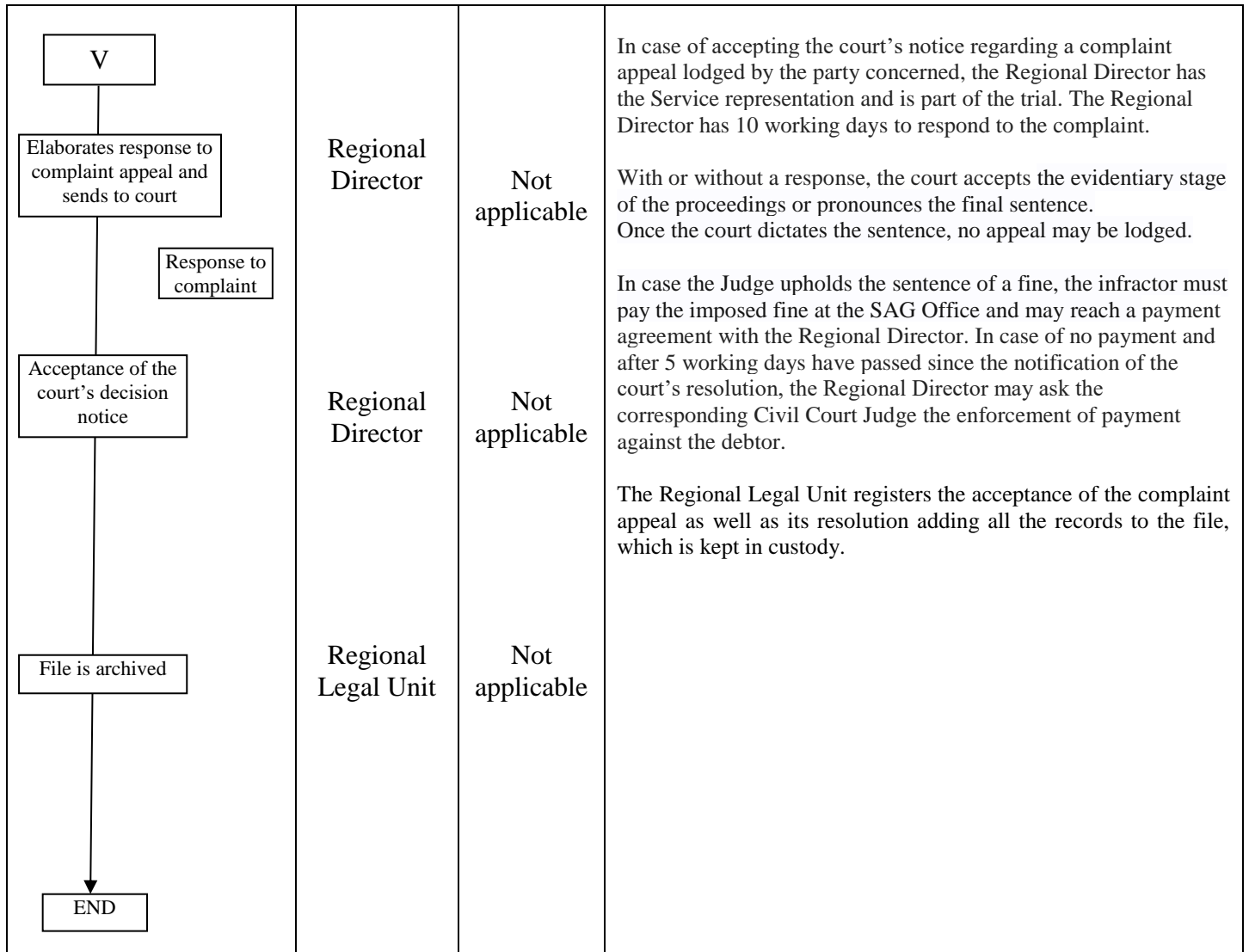
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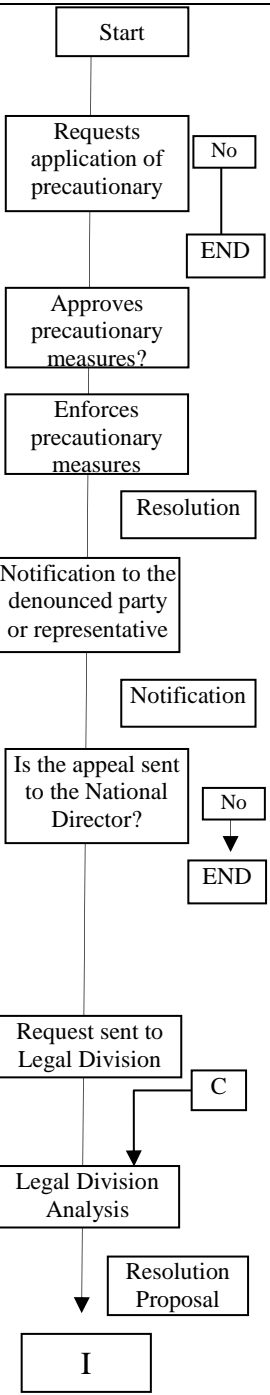
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Flow chart	Responsibilities	Deadlines	Considerations
 <pre> graph TD IV[IV] --> Q1{Resolved by the National Director?} Q1 -- No --> B[Requires adjustments or additional information] B --> B2[B] B2 --> R1[Resolution] Q1 -- Yes --> R2[Issuing of the cause resolution] R2 --> R3[Review appeal request is sent to the Regional Administration] R3 --> R4[Resolution] R4 --> R5[Resolution Cause file] R5 --> N1[Notification to the denounced party or his representative] N1 --> N2[Notification] N2 --> A1[The file is archived] A1 --> Q2{Is the complaint appeal notification accepted?} Q2 -- No --> End[End] Q2 -- Yes --> End </pre>	National Director	Not applicable	<p>The National Director:</p> <ul style="list-style-type: none"> - Studies the Legal Division's proposal and in case it is deemed necessary he may return the records and request new information or necessary adjustments to the proposal so as to resolve the matter under his decision. - Resolves by issuing the respective Resolution, which is added to the file in conjunction with the appeal presented by the infractor. In the Resolution, the National Director can also confirm the sanctions imposed by the Regional Director, modify them, render them invalid, or impose different ones.
	National Director	Not applicable	<p>The Resolution resolved by the review appeal sets forth the infractor's right to lodge an appeal with a Civil Court Judge at the corresponding SAG's Regional Administration in whose jurisdiction the infraction was committed. The due date to lodge this appeal is 30 working days since the notice of National Director's resolution.</p> <p>Once the review appeal is resolved, he must return the complete file to the corresponding Regional Administration.</p>
	Legal Division	Not applicable	
	SAG Official	Not applicable	<p>The Regional Administration must notify the National Director's resolution to the denounced party following the same aforementioned considerations.</p>
	SAG's Regional Legal Unit	Not applicable	<p>The Regional Legal unit registers the acceptance of the review appeal, its resolution and notification and the file is kept in custody.</p>
	SAG's Regional Legal Unit	Not applicable	<p>In case of not accepting the court's notification of the complaint appeal lodged by the denounced party, and if 30 working days have passed since the notice, <u>the National Director's resolution will be deemed as final</u>. In such case and if the sanction imposed a fine, the latter must be paid by the infractor at SAG's office within 10 working days since the final resolution and a payment agreement can be reached with the Regional Director.</p> <p>If the payment of the imposed fine is not received and 20 working days have passed since the due date, the Form N° 52 "Fine from the Agricultural and Livestock Service-SAG" will be completed in accordance with the SAG-General Treasury of the Republic complementary work agreement.</p>

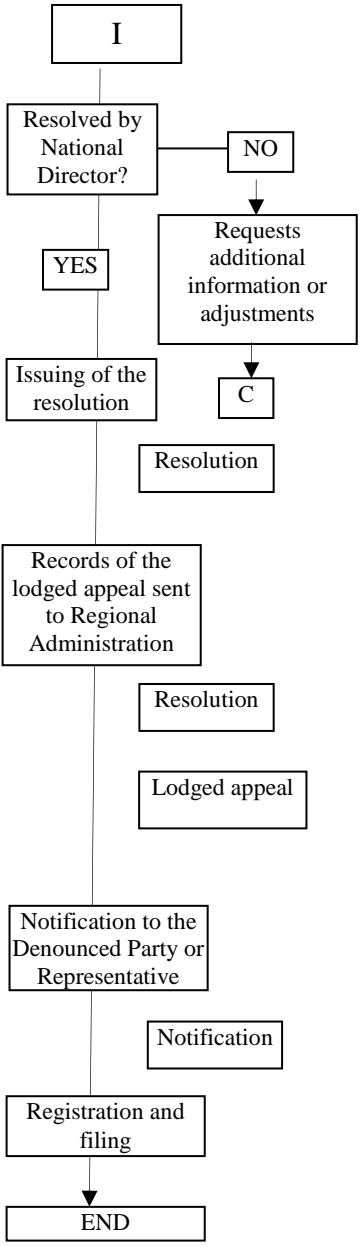
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PRECAUTIONARY MEASURES			
Flow chart	Responsibilities	Deadlines	Considerations
 <pre> graph TD Start([Start]) --> Request[Requests application of precautionary] Request -- No --> END1([END]) Request --> Approve{Approves precautionary measures?} Approve --> Enforce[Enforces precautionary measures] Enforce --> Resolution[Resolution] Resolution --> Notification1[Notification to the denounced party or representative] Notification1 --> Notification[Notification] Notification --> Appeal{Is the appeal sent to the National Director?} Appeal -- No --> END2([END]) Appeal --> Legal[Request sent to Legal Division] Legal -- C --> Analysis[Legal Division Analysis] Analysis --> Proposal[Resolution Proposal] Proposal --> I([I]) </pre>	Cause assistant lawyer	Not applicable	As a provisional measure, the cause's assistant lawyer may ask the Regional director for the application of precautionary measures. These precautionary measures may be the retention, removal of elements, inputs or products, their immobilization, or the apposition of seals in furniture and properties.
	Regional Director	Not applicable	The Regional Director evaluates the proposed precautionary measures and in case of approving the request, he enforces its application through the issuing of the corresponding resolution.
	SAG Official	Not applicable	The resolution must be notified to the party concerned following the same aforementioned considerations. In addition, the concerned party must be informed that he may lodge an appeal with the National Director for him to render the precautionary measures taken by the Regional Director invalid.
	Correspondence Office	Not applicable	The appeals to the National Director may be received at the SAG office corresponding to the location where the infraction was committed, in the Regional Administration corresponding to the infractor's address or in the National Direction.
	Regional Director	Not applicable	In case it is received in a sectorial or regional office, it is dispatched to the Regional Direction where the CSR was raised for that RD to send it with the file to the National Direction for its information. The appeals presented directly at the National Direction as well as those presented in regions must be sent to the Legal Division for its regulatory analysis and the elaboration of a resolution proposal.
	Head of Legal Division	Not applicable	Once the Legal Division has reviewed and analyzed the records, it must elaborate a Resolution proposal that is presented to the National Director.

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Flow chart	Responsibilities	Deadlines	Considerations
 <pre> graph TD I[I] --> RND{Resolved by National Director?} RND -- YES --> IR[Issuing of the resolution] RND -- NO --> RAI[Requests additional information or adjustments] RAI --> C[C] C --> R[Resolution] IR --> R2[Records of the lodged appeal sent to Regional Administration] R2 --> R3[Resolution] R3 --> LA[Lodged appeal] LA --> NDR[Notification to the Denounced Party or Representative] NDR --> N[Notification] N --> RF[Registration and filing] RF --> END[END] </pre>	<p>National Director</p> <p>National Director</p> <p>Legal Division</p> <p>SAG Official</p> <p>Regional Legal Unit</p>	<p>Not applicable</p> <p>Not applicable</p> <p>Not applicable</p> <p>Not applicable</p> <p>Not applicable</p>	<p>The National Director studies the Legal Division's proposal and if deemed necessary, must return the records and request new information or necessary adjustments to the proposal so as to resolve the matter subjected to his decision.</p> <p>The National Director resolves by issuing the corresponding resolution. No appeal may be lodged against the National Director.</p> <p>Once resolved, the records of the lodged appeal and the corresponding resolution must be sent to the respective Regional Administration to be added to the file and notification.</p> <p>The notification is done in accordance with the aforementioned considerations on the matter.</p> <p>The Regional Legal Unit registers the appeal records and the respective notification, which is added to the corresponding file.</p>