

True Quality Certifications Pvt Ltd.

Complaint and Appeal form

DETAILS OF COMPLAINT /APPELLANT

Name of the client/Responsible party/Organisation:

Name of the individual filling the form:

Position:

Date:

DETAILS OF COMPLAINT/APPEAL

PLEASE ENTER YOUR COMPLAINT OR APPEAL IN THE BOX.

Add additional evidence documents if available.

DECLARATION BY COMPLAINANT OR APPELLANT

Please note that your application will not be assessed until the appropriate documentation is provided.

() I have read TQCPL Procedure for complaints and appeals of its inspection activities.

() I declare that the information provided by me is true and complete

Place, Date:

Name of the contact person:

Signature:

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FOR USE BY TQCPL OFFICIAL

Date complaint/appeal received: [dd.mm.yyyy] Received via e-mail (☐) Post (☐)

Registration number of complaint/appeal:

Confirmation of relevance: Yes (☐) No (☐)

Received documents as evidence (in case Yes)/additional documents to be submitted (in case No):

Member of staff handling this case: [full name, position]

Date acknowledgement sent to complainant/appellant: [dd.mm.yyyy]

Findings and conclusions:

Major sources of information for evaluation:

Date findings and conclusions communicated to complainant/appellant: [dd.mm.yyyy]

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RESPONSE FROM COMPLAINT/APPELLANT

() I accept the findings/ conclusions

() I reject the findings/ conclusions. I would like to escalate this complaint/appeal

Justification for rejection and escalation of complaint/appeal:

Date acceptance/rejection of findings/conclusions sent to TQCPL:

Date TQCPL escalates to Management team/Advisory committee

() Clearance

() Escalation

TIMELINE OF ACTIVITIES HANDLING COMPLAINTS/APPEALS

Major activities	Timeline (working days)						
	5	5	5	5	5	5	5
1. File a formal complaint/ appeal after receiving the complaint/appeal							
2. Acknowledge receipt and confirm TQCPL's consideration to complaint/appellant							
3. Communicate findings and conclusions							
4. Reach resolution by parties involved							
5. Inform all parties involved of final resolution							
6. Forward escalation to Management team/Regulatory bodies							
7. Decision/Resolution by Management team/Regulatory bodies							