



HEIACert Service

COMPLAINT/APPEAL FORM

F01PR008 [QMS: Level 3]

Version 1.0

Issue date: 11/6/2018

By HEIACert use only

Date of Receipt:		Refer No.:	0000/YY
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The following by the submitter use [Please if you have any inquiries or need more clarification, please contact us]

Please indicate whether you think this is a Complaint or an Appeal by ticking (✓) one of the boxes below. If it falls into both, please tick both boxes.

Complaint Appeal

This form is divided into three sections.

Section 1 is intended for use by the individual submitting the Complaint or Appeal.

Section 2 is intended for use by the HEIACert to document their final decision regarding the Complaint or Appeal.

Section 3 is the Generic Terms for the submitting the Complaint or Appeal

Section 1: Submitter - General Information "For the Submitter Use ONLY"

Date Submitted:	
Submitter Full Name:	
Submitter Position/title:	
Submitter E-mail address	
Submitter Telephone:	
Submitter Organization Name:	
Submitter Organization address:	
Nature Of The Appeal or Complaint:	
Your Desired Outcome:	
Your Evidence: "Attachments or References"	

DECLARATION

I believe that the above information is accurate.

Submitter Signature		Date Signed	
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Section 2: HEIACert Decision "For the HEIACert Use ONLY"

Decision Date:

Decision:

Decision Explanation:

DECISION ISSUE BY

Name(s)	Position	Signature	Date Signed

DECISION APPROVED BY

Name: _____	Position: _____	HEIACert Stamp
Signature: _____	Date signed: _____	

Section 3: Terms for the submitting the Complaint or Appeal

This form should be submitted within 10 days of the issue complained about, or within 30 days of the issue appealed about from the notified of the decision. An Appeal or Complaint can be based on one or more grounds.

a) A complaint is a specific issue regarding, e.g. :

1. HEIACert certified client wanting to make a complaint or raise a concern.
2. Justifiable concerns about the competence and/or performance capabilities.
3. You have raised a complaint to HEIACert against a HEIACert Client they haven't complied with Certification requirements or you have noted a misuse of the certification mark/logo.

**** HEIACert cannot help against the following if:**

- The client/body you wish to complain about is not certificated by a HEIACert.
- The complaint is anonymous, verbal or not supported by clear evidence which would warrant/justify an investigation by HEIACert.

b) An appeal is a specific issue regarding adverse decisions.

- Before submitting this form, please consider speaking to the HEIACert, (e.g. a HEIACert Customer Service or Head of HEIACert or HEIACert Quality Assurance Manager). They will be able to help you with the procedure.
- Evidence must be included with this form. If you cannot supply any, please give a reason.
- Please send this form to customerservice@heiacert.org or in it at the HEIACert office front desk by hand.
- You only need to sign this form if handing in a hard copy. Typing your name will suffice if sending electronically.
- The Applicable timescales will begin from the date of receipt the form.
- In order to process correctly, please note, HEIACert will assign one or more persons, not involved in the action for which a complaint or appeal was filed. The Investigating and decision will be taken by independent and impartial.
- HEIACert will be informed the submitter about the outcome of the Complaint or Appeal.