|  |  |  |  |
| --- | --- | --- | --- |
| **Complainant Details** | | | |
| Name: |  | | |
| Organization: |  | | |
| Contact Number: |  | | |
| Email: |  | | |
| Contact Method | Phone | Mail | Letter |

|  |  |
| --- | --- |
| **Complaint Details** | |
| Date | Click or tap to enter a date. |
| Description of Complaint |  |

|  |  |
| --- | --- |
| **Complaint Investigation and Validation** | |
| Received By: |  |
| Date Received: | Click or tap to enter a date. |
| Summary of Investigation |  |
| Investigator |  |

|  |  |
| --- | --- |
| **Decisions and Actions** | |
| Suggested By: |  |
| Date: | Click or tap to enter a date. |
| Actions Suggested: |  |
| Actions Taken: |  |
| Approved By: |  |

|  |  |  |
| --- | --- | --- |
| **Completion Checklist** | | |
| Check Point | Yes | No |
| Is decision accepted? |  |  |
| Is complaint closed? |  |  |
| Follow up required? |  |  |

**Note**: Please fill out this form and submit it to: info@reliablecert.com