1. Information related to the Complainant:

 Name………………………………………………………………………………………………………….……..

 Company………………………………………………………………………………………………….…..

 Address……………………………………………………………………………………………………………….

 TP………………………………..….. Email :……………………………………………..….

1. Details of the complaint:

Name of the item /unit, SLSI entry no. or any reference: ……………………………………………………….

……………………………………………………………………………………………………………………………………………………..

……………………………………………………………………………………………………………………………………………………..

……………………………………………………………………………………………………………………………………………………..

……………………………………………………………………………………………………………………………………………………..

……………………………………………………………………………………………………………………………………………………..

……………………………………………………………………………………………………………………………………………………..

……………………………………………………………………………………………………………………………………………………..

Signature………………………………………… Date ……………………………………………..

|  |
| --- |
|  For division use only1. Complaint received by:

 Name of the officer: Designation: Signature: Date:1. Mode of complaint: Telephone/Fax/E-mail/Letter/Other (*pls specify*) ………………………………………..
2. Forward to SM on :…………………..……………..(*Date*) Signature of SM…………………………………….
3. Acknowledgement of the receipt of the complaint to the complainant :………………………..(Date)
4. Investigation & conclusion of the complaint by independent group of person…………………………..

…………………………………………………………………………………………………………………………………………………..1. Decision of the head of IB based on the conclusion given by independent group of person:

…………………………………………………………………………………………………………………………………………………1. Decision of the head of IB presented to the complainant (written explanation about the reason for decision and incase issue a revised certificate):………………………………………………………………………….
2. Eventual action needed (immediate action/ Corrective Action Report/ Preventive action)

……………………………………………………………………………………………………………………………………………………1. Person(S) involved in reviewing and approving in the decisions to be communicated to the complainant
2. Formal notice of the end of the complaint.

----------------------------------- ------------------------------- System manager Date  |