



RESPONSE FORM  
F-23-02

Issue # 1  
Issue Date 1/4/2022  
Revision # 0  
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Page 1 of 1

Compliant /Appeal number :

1. The organization's policy on the provision of responses include:

- substitutes;
- information;
- referral;
- other assistance;
- compensation;
- apology;
- indication of changes in products, services, processes, policies, or procedures arising from complaints.

Issues to be considered include:

- addressing all aspects of the complaint;
- following-up where appropriate;
- whether it is appropriate to offer remedies to others who might have suffered in the same way as the complainant but did not make a formal complaint;
- level of authority for the various responses;
- dissemination of the information to the relevant personnel.

2. Description of Response:

Name of person authorized the response

Signature

Date