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.

1. Description of Response:

|  |  |
| --- | --- |
| Name of person authorized the response |  |
| Signature |  |
| Date |  |