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  |  |