

ISEAL Complaints Submission Form

Version 2 December 2013

Please complete the following information and submit to the ISEAL Secretariat, who will confirm receipt of complaint in writing within one week. The process for dealing with the complaint, depending on its nature is detailed in the [ISEAL Complaints Procedure](#).

Date:			
Complaint lodged by:			
Person:		Organisation:	
Position:		Phone number:	
Email address:		Skype (if applicable):	
Complaint lodged against:			
Organisation:		Person (if applicable):	
Contact details:	(if available)		
Nature of complaint.	<p>Please delete as necessary:</p> <ul style="list-style-type: none"> I. Non-compliance with ISEAL Codes by an ISEAL member; (please note: Standard-Setting/Assurance/Impacts) II. Non-compliance with other membership criteria; (please note which membership criteria) III. Bringing the ISEAL Alliance into disrepute; IV. Complaint against operations of ISEAL Secretariat, Committees or contractors; OR V. Other – please describe briefly <p>Further information regarding the nature of the complaint:</p>		

If a complaint about an ISEAL Member, please confirm that you have raised a complaint directly with the member, and not received a satisfactory response. *(please give details of the complaint submitted (date, etc) and the reason the response was not satisfactory)*

Please use the space provided to provide the detail of the complaint:
(please use as much space as you need – the box will expand)

Summary of scenario:

List of attached evidence: *(please include relevant documents/emails/photos, etc as part of your complaint, and list them here)*

Any further information / Proposed solution / desired outcome *(if available/applicable):*
(please add any further information including any desired outcomes or suggestions for resolution), if applicable

Signed: _____

ISEAL Secretariat use only			
Received by person:		Date:	
Acknowledged receipt:	Yes/No	Date:	
Forwarded to:	Membership Cttee / ISEAL Board Executive Cttee / ISEAL Board	Date:	
Further info requested:	Yes/No	Date:	(or N/A)
Resolved:	Yes/No	Date:	
Summary outcome:			