

**REC6: Complaints, Appeals, Disputes or Concerns
Record Form**



NOTE: THIS PORTION TO BE COMPLETED BY THE CLIENT

Select one:	<input type="checkbox"/> Complaint <input type="checkbox"/> Appeal <input type="checkbox"/> Dispute <input type="checkbox"/> Concern
Company Name:	
Company Address:	
Portion completed by:	
Phone:	
Position:	
E-mail:	
Date:	Click here to enter a date.

Summary of the issue:

Summary of accompanying documentation:

PLEASE MAKE SURE THAT THE ABOVE PORTION IS COMPLETED AND RETURNED TO AIBI-CS. ONCE AIBI-CS HAS RECEIVED THIS FORM YOU WILL BE INFORMED THAT:

FOR AN APPEAL/COMPLAINT/DISPUTE/CONCERN – THE INVESTIGATION PROCESS HAS STARTED WITHIN 10 DAYS FROM THE RECEIPT OF THIS DOCUMENT.

FOR AN APPEAL –THE INVESTIGATION WILL BE FINALIZED WITHIN 30 CALENDAR DAYS FROM THE RECEIPT OF THIS DOCUMENT. 20 DAYS FOR IFS AUDIT APPEALS.

Raised by	Siarl Dixon – Certification Manager, IFS PACsecure & BRC	Date	08 Nov 19
Approval	Alfonso Capuchino- General Manager, Certification Services	Rev. No.	15
		File Name	REC6
		Page	1 of 3

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NOTE: THIS PORTION TO BE COMPLETED BY AIBI-CS			
Facility #:		Date REC6 received:	
Date Investigation Started:	Click here to enter a date.	Date Investigation Complete:	Click here to enter a date.
Decision to be carried out by:			
Manager Impartiality: Have you conducted any consultative work including, but not limited to, GMP inspections, non-bundled SQMS audits or in-house private training at this facility in the past 2 calendar years? Do you have any other possible conflicts such as a relationship with the client?	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If "YES", you are unable to conduct the investigation for this client. Please send back to the administrative staff for re-assignment.</i>		
Personnel involved in Certification Process: <i>(This will include auditor, technical reviewer, and any other personnel involved in the audit or certification process.)</i>			
Summary of accompanying documentation to be held on file:			

NOTE: Decision maker must not be included in personnel involved in certification process.
Summary of Information Gathered:
Root Cause Analysis:
Corrective Action Plan/Corrective Actions Taken:
Preventive Action Taken:
Final Outcome/Summary of Decision:

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		Page	2 of 3

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Signature of Manager:	
Signature:	
Title:	
Date:	Click here to enter a date.

Final Circulation:

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		Page	3 of 3