|  |  |
| --- | --- |
| **Complaint, Disputes and Appeal form** | |
| **General Information** | |
| Name of the applicant |  |
| Name of the Organization |  |
| Address with phone number and email ID |  |
| Earthood’s contract number | *If applicable* |
| UN project number | *If applicable* |
| Type | *Validation/verification* |
| Description | *Describe here the complaint/dispute/appeal* |
| **For Earthood Use** | |
| Date of *Complaint/Dispute/Appeal* received?  *(Retain appropriate term amongst complaing/dispute/appeal)* |  |
| Has the Complaint/Dispute/Appeal been acknowledged? |  |
| Description | *Summarize here the issue* |
| Detail of personnel (subjects) involved in the case as applicable | *\*Please mention the name of Earthood personnel identified as subjects to the complaint/dispute/appeal and ensure that any of them, including but not limited to Quality Manager, is/are not involved, in complaint/dispute/appeal handling and establishment of panel* |
| **Verification of the validity by Manager Quality\*** | |
| Complainant is a genuine stakeholder |  |
| Identity of complainant is established |  |
| Complaint is formal |  |
| Its relates to validation and verification function |  |
| **Background information and evidences collected** | |
| Is the complainant asked for additional information? |  |
| What all information is collected? |  |
| Is the collected information satisfactory to request Director for the constitution of the panel? |  |
| **Constitution of Panel** | |
| Name of the three members of Panel | *1.*  *2.*  *3.*  *(In case Quality Manager is subject to complaint, dispute or appeal, the case including appointment of independent panel, will be handled by Technical Manager. Please ensure, in any case, that that selected members are independent and there is no self-appointment)* |
| Is the team independent of those who carry out the work? |  |
| Are the person appointed as team member have the same competency of the subjects to complaint or higher? |  |
| Have the team members provided their no conflict of interest and confidentiality declaration in advance of taking the job? |  |
| Is the team lead by Technical Manager? |  |
| **Approval** | |
| Is the proposed team found appropriate? |  |
| Date of approval |  |
| **Investigation and outcome** | |
| Summary of investigation made |  |
| Outcome (report) |  |
| Action proposed |  |
| Date |  |
| Has the outcome been sent to the applicant? |  |
| In case of dissatisfaction has he informed about the option of complaining to the board? |  |
| **Corrective action by Quality Manager** | |
| Correction |  |
| Corrective action |  |
| Date of review of effectiveness |  |
| Date |  |
| **Approval by Director** | |
| Decision approved |  |
| Correction approved |  |
| Date |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **History of the document** | | | | | | |
| Version | Date | Nature of  Revision | Prepared by | | Reviewed by | |
| Name | Date | Name | Date |
| 1.0 | 05/04/2014 | Guidance for independence included | Abhishek Mahawar | 04/04/2014 | Ashok Gautam | 05/04/2014 |
| 0 | 01/07/2013 | Initial adoption | Abhishek Mahawar | 28/06/2013 | Kaviraj Singh | 01/07/2013 |