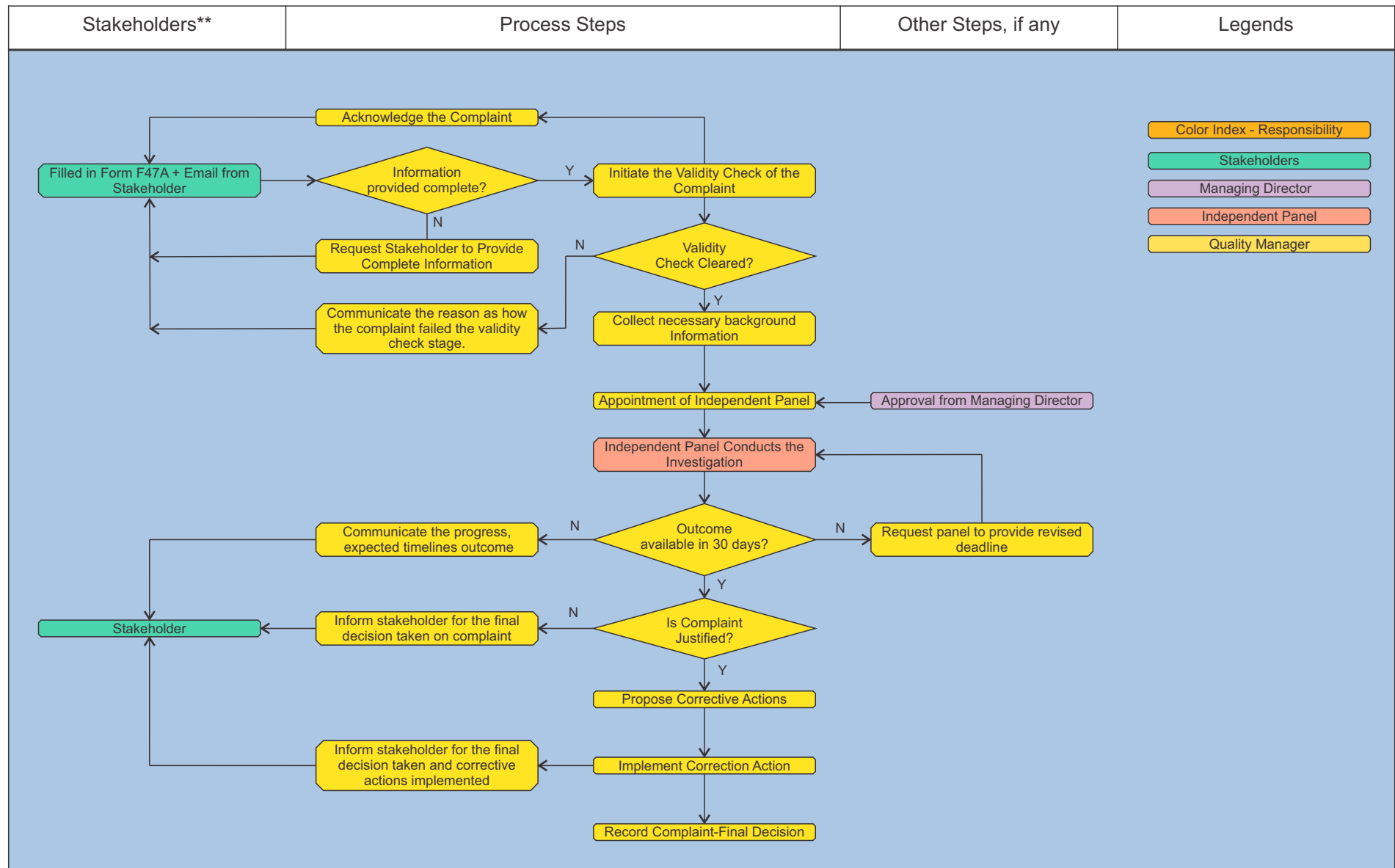


Complaint* (Validation/Verification Services) Handling Process at Earthood Flow Chart



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*Complaints: Formal (written) and/or informal (verbal) expressions of dissatisfaction regarding the performance of a DOE/VVB in relation to its function(s)

**Any source, such as the client's organization (PP), the general public or its representatives, government bodies, NGOs, etc.

**Form F47A is also available at www.earthood.com. Stakeholder is recommended to provide the filled in the Form