**Receive / Validate**

**Action**

**Evaluate**

**Investigate**

Record Findings.

Inform complainant and record in writing.

No

Yes

**Record**

**Decision**

**Communicate**

**Outcome**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stage** | **Action** | **Process** | **Responsibility** | **Timeframe** |
| A | Receive / Validate | Confirm whether the complaint / appeal is related to the Inspection activities for which the IB is responsible. Nominate a champion to carry out the investigation | Quality Manager | Within 3 days of receipt |
| B | Record | Record complaint / appeal and begin tracking process by addition to AT001 Action Tracker. Inform client of acceptance | Quality Manager | Within 3 days of acceptance |
| C | Investigate | Carry out thorough investigation and gather evidence to establish the areas of concern. Document all findings | Champion | Within 15 days |
| D | Evaluate | Evaluate all facts in order for the complaint / appeal to be assessed. Document all findings | Champion |  |
| E | Action | Determine and carry out actions required in order to resolve the complaint / appeal. Document all findings | Champion |  |
| F | Decision | Make a decision on the complaint / appeal. Document this decision and inform the IB personnel involved of this decision. NB the decision maker cannot have been involved in the original complaint | Champion /  Quality Manager | Within 20 days from acceptance |
| G | Communicate | IB to inform the complainant of the decision and provide formal notice of the end of the complaint and appeals handling process to the complainant or appellant | Quality Manager | Within 2 days of completion |
| H | Outcome | IB to finalise tracking and recording process and document the outcome of the complaint / appeal | Quality Manager | Within 5 days of completion |

*Champion – member of Management team who has been nominated to investigate the complaint / appeal.*