

LabTest Certification Inc.
Client Complaint/Appeal/Dispute



Document 3006 Rev 0

December 2005

Page 1 of 2

Received By:		Date Received:	
Project File No.:		Product:	
Customer:		Address:	
Customer Representative:		Email:	

COMPLAINTS

1. Details of the Complaint:

2. Immediate Corrective Steps taken within 30 Days:

Manager responsible:		Completion Date:	
----------------------	--	------------------	--

3. Long Term Measures to prevent recurrence:

Team Leader responsible:		Completion Date:	
--------------------------	--	------------------	--

4. Client advised in writing of Corrective and Preventative Measures and the right to appeal within 30 days:

Copy of Notice attached Not applicable

5. Verification of Corrective and Preventative Measures (Comments and list of records or objective evidence attached):

Verified by:		Verification Date:	
--------------	--	--------------------	--

APPEALS AND DISPUTES

6. Notice of Dispute or Appeal received in writing within 30 days of advisory notice issued in 4. Yes No

7. Ad Hoc Review Committee:

NAME	TITLE	COMPANY	COMMITTEE FUNCTION
			Chairman
			Member
			Member
		LabTest Certification Inc.	Recording Secretary

8. Results of Review, Comments, and Recommendations of the Review Committee including the List of Records attached:

Committee Chairman:		Date:	
---------------------	--	-------	--

9. Client notified in writing of the Committee recommendation and advised that these recommendations are final.

Copy of Notice attached Not applicable

10. Closure of an Appeal or Dispute, comments and closure:

LabTest President:		Date:	
--------------------	--	-------	--