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| **شرح شکایت را در قسمت زیر مرقوم فرمایید** (description of complaint) |
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| **شکایت کننده و اطلاعات تماس ایشان** (complainant and relevant contact information)  |
| [ ]  شخص حقیقی (private person) ، نام (name) : Choose a building block. تلفن : Choose a building block. |
| [ ]  شخص حقوقی (corporate entity) ، نام (name) : Choose a building block. تلفن : Choose a building block. |
| **لطفا از این قسمت به بعد چیزی ننویسید – فقط مخصوص نهاد صدور گواهی****Please do not write anything from below part – Only for Certification Body**  |
| *complaint type*  |
| [ ]  related to Nobel certification activities | [ ]  related to the product, process or service of a certified client |
| [ ]  checking if the persons who invloved in certification process relevant to this complaint are not assingned for handling this complaint . |
| *analyzing & validating complaint* |
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| according to analysing & evaluation , complaint is : [ ]  Valid [ ]  Not-Valid |
| responsible for handling :  | assigned number : | date : |
| *actions against complaint* |
| No | required Action | responsible | dead time |
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| date of updating complainant for investigation progress : |
| recipient person in client organization : |

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| *control of Action implementation & effectiveness* |
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| Date of updating Complainant for investigation progres : |
| Recipient Person in client organization : |
| *decision for making publicly accessible (after discuss with client & complainant)* |
| [ ]  Complaint Could be Accessible to Public | [ ]  Complaint Could not be Accessible to Public |
| *If Complaint could be accessible to public , the extent & resolution of information which could be accessible :* |
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