

	Meena International Proficiency Testing Services Division Complaints and Appeals	Form No.	PTF 172
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1. Definitions

PTSD: Proficiency Testing Services Division

PTP Co-Ordinator / Manager: For the purpose of this document, the Head of PTSD is the PT Co-Ordinator / Manager.

IPV: Independent Process Validation

Complaint: For the purpose of this document, a Complaint is: a criticism of the IPV process, a criticism of the IPV administrative body; or a criticism against the decision on the final report given to the participant

Appeal: For the purpose of this document, an Appeal is an appeal against IPV or the IPV administrative body, for failure to issue the final report

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Form 1

This form is for initiating a formal complaint against the Quality of the PT Items:

Name of Complainant:	Complainant's Company:
Complainant's position in Company:	Nature of Company/Employer business:
Complainant's address:	
Complainant's telephone number:	Complainant's email id
Date of complaint:	Isolated / Repetitive Incident:
PT Participant's ID:	
Is the nature of complaint 'Technical' or 'Code of Conduct:	
Summary of Complaint:	
Signature of Complainant:	Date:

All complaints or appeals can either be edited online or can be filled in writing. The completed forms shall be mailed to:

Mr. Ashwin K V (Quality Manager) at ashwin@meenainternational.com

The editable word format of the form will be mailed to the appellant on the request by him to the Quality Manager.

Both parties will be given a fair chance to support their case and based on the merit of the case, both parties will be allowed to testify in front of the panel enquiring the complaint.

Note: The travel and boarding expense shall be taken care by the person who wants to represent their case.

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Form 2:

This form is for initiating a formal complaint against Damaged Shipment:

Name of Complainant:	Date of complaint:
Complainant's telephone number:	Complainant's email id
Complainant's address:	
If you are making a complaint on behalf of an Employer please complete the shaded boxes:	Complainant's Company:
Nature of Company business:	Complainant's position in Company:
Summary of complaint:	
Signature of Complainant:	Date:

All complaints or appeals can either be edited online or can be filled in writing. The completed forms shall be mailed to:

Mr. Ashwin K V (Quality Manager) at ashwin@meenainternational.com

The editable word format of the form will be mailed to the appellant on the request by him to the Certification Manager.

Both parties will be given a fair chance to support their case and based on the merit of the case, both parties will be allowed to testify in front of the panel enquiring the complaint.

Note: The travel and boarding expense shall be taken care by the person who wants to represent their case.

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Form 3:

This form is for initiating a formal complaint against the IPV Final Report:

Name of Complainant:	Date of complaint:
Complainant's telephone number:	Complainant's email address:
If you are making a complaint on behalf of an Employer please complete the shaded boxes:	Complainant's Company:
Nature of Company business:	Complainant's position in Company:
If you are making a complaint against an individual within the IPC administrative body, please complete the box below:	
Summary of Complaint:	
Signature of Complainant:	Date:

All complaints or appeals can either be edited online or can be filled in writing. The completed forms shall be mailed to:

Mr. Ashwin K V (Quality Manager) at ashwin@meenainternational.com

The editable word format of the form will be mailed to the appellant on the request by him to the Quality Manager.

Both parties will be given a fair chance to support their case and based on the merit of the case, both parties will be allowed to testify in front of the panel enquiring the complaint.

Note: The travel and boarding expense shall be taken care by the person who wants to represent their case.