

**Document version**

Version date: 21 November 2022

**Procedure**

An appeal is a formal notification of disagreement with a (certification) decision within a certification process, or request by the provider of the object of conformity assessment to CUICIPL for reconsideration of a decision it has made relating to that object.

A complaint is a formal expression of dissatisfaction, other than appeal, by any person or organisation regarding a CUICIPL employee's behaviour, CUICIPL methodology, or work executed under contractual responsibility of CUICIPL by a critical office or subcontractor, where a response is expected.

A concern is an expression of dissatisfaction or concern by any person or organisation regarding a client certified by CUICIPL, which is not sufficiently substantiated to be classified as a complaint and where a response is expected.

Date	
Your organisations name	
Your personal name	
Your address	
Telephone	
Fax	
e-mail	
Type (cross out what is not applicable)	Complaint Appeal Concern
<b>Description</b> PLEASE DESCRIBE YOUR COMPLAINT/APPEAL AS MUCH AS POSSIBLE ("WHO, WHAT, WHERE, WHEN") AND PROVIDE ANY NECESSARY DOCUMENTATION IF APPLICABLE	

**Evidence**

PLEASE SPECIFY THE EVIDENCE FOR YOUR COMPLAINT/APPEAL.

Please return this form to [cuindia@controlunion.com](mailto:cuindia@controlunion.com)

Or to: 22nd &amp; 23rd Floor, B Wing, Arihant Aura,

Plot No. 13/1, TTC, Opposite Turbhe Railway Station,

Thane Belapur Road, MIDC Side, Navi Mumbai - 400705, Maharashtra

For further information you can call: +91-22-61294300