# COMPLAINT/APPEAL/DISPUTE FORM

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| **PERSON SUBMITTING THE COMPLAINT/APPEAL/DISPUTE (‘COMPLAINANT’)** |  |
| **DOES THE MATTER REPRESENT:** | A COMPLAINT ( ) AN APPEAL ( ) A DISPUTE ( ) SEE DEFINITIONS BELOW |
| **DEFINITIONS:****Complaint:** A complaint is considered in the context of CIRQ activities as dissatisfaction or displeasure resulting from an action, or lack of action, by CIRQ or a CIRQ representative; or in the context of a practice of a certified company believed to be not in compliance with the ISO standard to which the company has been certified. **Appeal:** An appeal is considered in the context of CIRQ activities as a request for a review against a decision made by CIRQ, or a CIRQ representative.**Dispute:** A dispute is considered in the context of CIRQactivities as a challenge or grievance to a CIRQ process or procedure. |
| **DOES THE COMPLAINANT REPRESENT:** | A CERTIFIED COMPANY ( ) AN APPLICANT COMPANY ( ) AN INDIVIDUAL ( )OTHER ( ): [please describe:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_] |
| **COMPANY NAME (IF APPLICABLE)** |  |
| **QUALITY REP. IF COMPANY IS CERTIFIED OR AN APPLICANT FOR CERTIFICATION:** |  |
| **DATE SUBMITTED:** |  |
| **FORM COMPLETED BY (RECIPIENT), IF OTHER THAN COMPLAINANT:** |  |
| **IF THE MATTER IS AN APPEAL, PLEASE PROVIDE THE AUDIT NUMBER/NAME FROM THE COVER PAGE OF THE AUDIT REPORT IN QUESTION** |  |
| **IF THE MATTER IS A COMPLAINT OR DISPUTE DOES IT INVOLVE SPECIFIC CIRQ PERSONNEL? IF SO, PLEASE INDICATE THEIR NAMES.** |  |

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| **PLEASE DESCRIBE THE MATTER IN DETAIL** |
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| **NOTES:** |
| 1. Complaints, Appeals, or Disputes addressed by CIRQ may be the result of information coming directly to CIRQ **or** as a result of information being passed to CIRQ from its stakeholder organization Insights Association.
2. Complaints, Appeals, or Disputes addressed by CIRQ shall also be referred to Insights Association for their review according to the Insights Association Code of Standards and Ethics for Market Research and Data Analytics.
3. Actions taken by CIRQ under these Procedures do not constitute enforcement of applicable law, although CIRQ may refer such matters to the appropriate federal, state or local governmental agencies in appropriate situations. Persons bringing complaints are not entitled to any relief or damages by virtue of these Procedures, although such persons will receive notice of the actions taken by CIRQ.
4. Judgments of panels established as part of this procedure shall be considered binding.
5. CIRQ reserves the right to seek reimbursement of costs associated with the handling of complaints, disputes or appeals after the first occurrence, or when additional audit time is required.
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